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 JOB DESCRIPTION

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| **Job Title**  | Project Support Officer |
| **Reports to**  | Head of Capital Projects |
| **Band**  | 6 |
| **Department/Directorate**  | Estates and Facilities – Capital Project Team |

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| **JOB PURPOSE**  |
| The Project Support Officer is responsible for assisting the project team in the management of capital projects from inception to completion ensuring the delivery of projects on time, within budget, to the required quality and which improve the patient’s environment.The post holder will manage and oversee contractors (building, engineering and specialist) on site including all associated work liaising with user departments as required. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Assist the project team in the planning, feasibility and delivery of capital projects from initial brief to completion ensuring compliance with relevant statutory and non-statutory standards, health & safety guidance, regulations, codes of practice, NHS guidance documents, British Standards, building regulations and planning authority guidance.
* Responsible for the management and oversight of contractors (building, engineering and specialist) on site ensuring that method statements and safe working practices are compliant and issuing permits to work.
* Liaising with user department’s co-ordinating access for project works including all associated and service shut downs ensuring no or minimal disruption to clinical services.
* Project management of new works, refurbishment, building adaptation and conversion schemes ensuring that projects meet user’s requirements are completed on time, within budget and to acceptable quality standards.
* Provide support for the co-ordination of building, engineering and specialist works.
* Work together with senior clinicians, nursing, infection control, procurement and staff to ensure all concerned are actively involved in design options for projects in order to deliver high quality, effective and efficient patient care demonstrating best practice and value for money.
* Carry out feasibility studies with budget and detailed estimate of works including option appraisals, draft layouts, support for business plans and recommendations for submission of funding bids.
* Work closely with the project team to develop project briefs in connection with feasibilities, BIM, schedules of work, outline and detailed design, planning and building regulation applications, tender documentation, contracts, construction and handover.
* Responsible for on-site supervision of contractors, resolving technical issues, coordination of mechanical and electrical services, commissioning, acceptance of works with associated approvals and final evaluation.
* Ensure that health and safety precautions are considered throughout all stages of a project including CDM responsibilities and risk assessments to ensure that projects can be carried out with minimum risk to staff, patients and visitors.
* Develop a library of standard technical briefs, specifications, facilities, layouts, finishes, systems, schedule of costs and products improving the quality of capital schemes.
* Support the project team in all aspects of project planning and delivery including administrative services, project documentation, programmes, progress reports, tendering procedures, etc.
* Liaise with external design consultants including architects, building services engineers, structural engineers, quantity surveyors, building surveyors and specialist advisors ensuring compatibility with existing buildings and engineering infrastructure prior to construction and installation.
* Produce relevant project documentation and risk assessments throughout the planning, design, tendering, reporting, approval, construction, commissioning and post-completion stages ensuring robust project processes and procedures are in place and that key targets are established achieved and maintained.
* Manage the delivery of capital projects in accordance with the Capital Investment Manual, NHS Estate Code, Concode and other relevant guidance and best practice.
* Fulfil the role of Project Manager for relevant delegated capital projects.
* Arrange access to clinical and non-clinical areas for building and engineering works including issuing of permits for all associated service shut downs for building and engineering works.
* Responsible for site building and engineering surveys, inspections, evaluation of complex systems, commissioning, acceptance of the works fulfilling the role of Clerk of Works.
* Produce and update CAD drawings, schedules of work, outline and detailed design, planning and building regulation applications, tender documentation, contracts, construction, on-site supervision, commissioning, acceptance of works and final evaluation.
* Undertake risk assessments and implement remedial measures (e.g., decanting / phasing activities) to ensure that projects can be carried out with minimum risk to staff, patients and visitors
* Undertake building surveys for physical condition including building structures, external fabric, internal fabric, roofs, internal fixtures, roads, footpaths, drainage and land and produce reports on the condition of properties, backlog costs and programme for remedial works.
* Submit regular written and oral reports to Trust committees on the progress of specified projects on a regular basis.
* Provide early warning and offer a proactive approach to anticipated problem areas in order to ensure that contractual and service deadlines are achieved
* Answer technical queries and make recommendations to overcome technical problems.
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| **KEY WORKING RELATIONSHIPS**  |
| The Estate property portfolio comprises of the Wonford Hospital campus, Heavitree Hospital, Satellite Sites, East Devon Community Hospitals and Renal Dialysis Units. Specialist commercial units include a production Laundry, HSDU and an Aseptic Unit.The post holder is required to forge effective working relationships at all levels with Trust staff, external organisations and other public bodies. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Divisional Directors
 | * Local Planning departments
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| * Clinical Directors
 | * Manufactures
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| * Senior Managers
 | * Design Consultants
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| * Clinicians
* Finance
* Facilities
* Estates
* Wards and Departments and Hospital Staff
 | * Contractors
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Works autonomously within delegated levels of authority.
* To maintain one’s own high professional standards and explore opportunities to develop practice.
* To work within Trust policies and procedures.
* To use managerial and judgemental skills to analyse complex situations and formulate appropriate solutions/responses.
* To be responsible for organising own workload, prioritising to meet the needs of the Trust.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Maintain a good working relationship with other team members and staff within the wider organisation and have the ability to share and advise on complex technical issues.
* The post holder will have incidental contact with service users while duties are carried out within the hospital and day centre environments.
* Participate in the Estates “On Call” rota and attend site outside of normal working hours if required for emergency situations, service shut downs, management of contractors or system failure where specialist technical support or managerial advice is needed.
* Provide support to Estates teams across all services as required including budget management and the delivery of Cost Improvement Plans.
* Complete daily log for time charge against all schemes with monthly report for capital recharge.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Ensure that robust mechanisms are in place to regularly monitor and report performance for project activities with regular reports for project spend, progress and post project reviews.
* Deliver against objectives, achieving quality outcomes and working to tight deadlines.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Assist in the development and maintenance of the Trusts property database including estate terrier (leasehold or freehold), estate master drawings (as fitted information, estate records and building log books) and provide space management data in connection with the apportionment of occupancy costs.
* Manage and co-ordinate accommodation change of use and relocations including planning, spatial layouts, furniture, equipment, IT, and associated minor works ensuring compliance with standards, guidance and policies.
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| **PATIENT/CLIENT CARE**  |
| * Contact with patients will be incidental.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Provide absence cover and support for other estates teams
* Provide coordination of and participate in relevant meetings, providing information advice and support where requested.
* Deliver new and innovative practice to ensure the continuous improvement in efficiency and effectiveness and the development of high standards.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Authorise payments to contractors and certify payments certificates.
* Carry out feasibility studies with budget and detailed estimate of works including option appraisals, draft layouts, support for business plans and recommendations for submission of funding bids.
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| **HUMAN RESOURCES**  |
| * To liaise, feedback and work with the Project Manager, Architect and Consulting Engineers, as well Trust Estates members, Planning team, contractors and other relevant Trust staff.
* Maintain documentation for all technical and site reports.
* Ensure the smooth handover of completed projects involving the inspection, testing, witnessing, commissioning of services / systems, demonstration, training of in-house teams and progressing of defect schedules.
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| **INFORMATION RESOURCES**  |
| * Undertake risk assessments and implement remedial measures (e.g., decanting / phasing activities) to ensure that projects can be carried out with minimum risk to staff, patients and visitors
* Ensure the smooth handover of completed projects involving the inspection, testing, witnessing, commissioning of services / systems, demonstration, training of in-house teams and progressing of defect schedules.
* Assist in the development and maintenance of the Trusts property database including estate terrier (leasehold or freehold), estate master drawings (as fitted information, estate records and building log books) and provide space management data in connection with the apportionment of occupancy costs.
* Develop a library of standard technical briefs, specifications, facilities, layouts, finishes, systems, schedule of costs and products improving the quality of capital schemes.
* Maintain documentation for all technical and site reports.
* Ensure that robust mechanisms are in place to regularly monitor and report performance for project activities with regular reports for project spend, progress and post project reviews.
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| **RESEARCH AND DEVELOPMENT**  |
| * Undertake building surveys for physical condition including building structures, external fabric, internal fabric, roofs, internal fixtures, roads, footpaths, drainage and land and produce reports on the condition of properties, backlog costs and programme for remedial works.
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| **PHYSICAL SKILLS** |
| * Produce and update CAD drawings, schedules of work, outline and detailed design, planning and building regulation applications, tender documentation, contracts, construction, on-site supervision, commissioning, acceptance of works and final evaluation.
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| **PHYSICAL EFFORT** |
| * Carry out site survey work which will involve working at heights and carrying survey equipment.
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| **MENTAL EFFORT** |
| * You will be required to concentrate frequently at site meetings, specification writing/review and producing tenders in a predictable environment.
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| **EMOTIONAL EFFORT** |
| * Deal with contractor grievances, health and safety and performance reviews occasionally.
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| **WORKING CONDITIONS** |
| * Required to visit construction areas which are dusty and dirty.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.To undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Project Officer |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Degree in Building, Engineering or a recognised equivalent qualification and level of experience.
* Relevant training in specialist building or engineering subject
* Evidence of continuing professional development
* Project management qualification or equivalent training
* Computer aided design (CAD)
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| **KNOWLEDGE/SKILLS*** NHS technical documents, British Standards, regulations, legislation and codes
* Project briefing, specification and management of multi-discipline schemes
* Understanding of Health & Safety legislation
* Production of documents and report writing skills
* Thorough knowledge of building construction industry practice
* Working with computer aided design tools AutoCAD
* Budgetary control, planning and forecasting for capital schemes
* Risk assessment and critical path analysis
* Healthcare estate and technology across a number of specialist subjects including construction and engineering services
* Knowledge of the technical design, delivery and utilisation aspects of construction projects
* Skills in software (Microsoft Word /Outlook/Access/PowerPoint, Excel, etc.)
* Sound level of technical ability
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| **EXPERIENCE** * Construction process, principles, standards and techniques
* Building services (electrical and mechanical systems)
* Information systems and computer programs
* Construction site management
* Project management
* Healthcare design and standards
* Mechanical, electrical and building procedures
* Construction contracts and site procedures
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| **PERSONAL ATTRIBUTES** * Self-motivated, with high work standards with drive and resilience. Takes personal responsibility for quality of output
* High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude
* Ability to manage and deliver to deadlines and within resources
* Demonstrate a high level of inter-personal and organisational decision-making skills, written and verbal
* Effective communicator with good written and verbal communication skills at all levels, and good negotiation skills
* Willingness to undergo training
* Flexible approach to working hours
* Ability to drive
* Customer focused
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| **OTHER REQUIREMENTS** * Ability to work in a professional manner at all times with the design team, contractors and representatives of the Trust, in what could be difficult and pressurised environment with tight time scales and monetary constraints, which may sometimes cause conflict and frustration.
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  |  |
| Mental Effort  | Y |  |  |  |  |
| Emotional Effort  | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |