# JOB DESCRIPTION

1. **JOB DETAILS**

**Job Title: Project Support Officer**

**Band: 6**

**Reports to:** Head of Capital Projects

**Directorate:**  Finance Directorate

1. **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 requited.

1. **DIMENSIONS/ KEY WORKING RELATIONS**

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. The internal and external working relations include:

**Internal:** Divisional Directors, Clinical Directors, Senior Managers, Clinicians, Finance, Facilities, Estates, Wards and Departments and Hospital Staff.

**External:** Local Planning Departments, Manufacturers, Design Consultants and Contractors.

**Budget -** Capital Programme Allocation, Estates Investment Plan.

**Workforce –** 0 WTE directly employed staff plus external consultants and contractors

1. **ORGANISATIONAL CHART**



1. **KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Capital Projects**

**Communication and Relationship Skills**

1. 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.
2. 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.
3. 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.

**Analytical and Judgemental Skills**

1. 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.
2. Provide support for the co-ordination of building, engineering and specialist works.
3. 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.
4. 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.

**Planning and Organisational Skills**

1. 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.
2. 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.
3. Ensure that health and safety precautions are taken into account 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.
4. Develop a library of standard technical briefs, specifications, facilities, layouts, finishes, systems, schedule of costs and products improving the quality of capital schemes.
5. Support the project team in all aspects of project planning and delivery including administrative services, project documentation, programmes, progress reports, tendering procedures, etc.
6. 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.
7. 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.
8. Manage the delivery of capital projects in accordance with the Capital Investment Manual, NHS EstateCode, Concode and other relevant guidance and best practice.
9. Fulfil the role of Project Manager for relevant delegated capital projects.
10. Arrange access to clinical and non-clinical areas for building and engineering works including issing of permits for all associated service shut downs for building and engineering works.
11. Responsible for site building and engineering surveys, inspections, evaluation of complex systems, commissioning, acceptance of the works fulfilling the role of Clerk of Works.
12. 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.
13. 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
14. 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.
15. Submit regular written and oral reports to Trust committees on the progress of specified projects on a regular basis.
16. Provide early warning and offer a proactive approach to anticipated problem areas in order to ensure that contractual and service deadlines are achieved
17. Answer technical queries and make recommendations to overcome technical problems.

**Human Resources**

1. 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.
2. Maintain documentation for all technical and site reports.
3. 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.

**Property Management**

1. 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.
2. 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.

**Performance**

1. 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.
2. Deliver against objectives, achieving quality outcomes and working to tight deadlines.

**Management and Communication**

1. Provide absence cover and support for other estates teams
2. Provide coordination of and participate in relevant meetings, providing information advice and support where requested.
3. Deliver new and innovative practice to ensure the continuous improvement in efficiency and effectiveness and the development of high standards.

**Patient/Client Care**

1. 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.
2. The post holder will have incidental contact with service users while duties are carried out within the hospital and day centre environments.
3. 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.
4. Provide support to Estates teams across all services as required including budget management and the delivery of Cost Improvement Plans.
5. Complete daily log for time charge against all schemes with monthly report for capital recharge.

**Freedom to Act**

1. Works autonomously within delegated levels of authority.
2. To maintain one’s own high professional standards and explore opportunities to develop practice.
3. To work within Trust policies and procedures.
4. To use managerial and judgemental skills to analyse complex situations and formulate appropriate solutions/responses.
5. To be responsible for organising own workload, prioritising to meet the needs of the Trust.
6. **OTHER RESPONSIBILITIES**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute 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 infection

As 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.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

* Honesty, Openness & Integrity
* Fairness,
* Inclusion & Collaboration
* Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**Project Support Officer**

| **Specific Requirements** | **Essential/Desirable** |
| --- | --- |
| **Qualifications** |  |
| HNC or Diploma in Building, Engineering or a recognised equivalent qualification and level of experience  | E |
| Relevant training in specialist building or engineering subject | E |
| Evidence of continuing professional development  | E |
| Project management qualification or equivalent training | D |
| Computer aided design (CAD)  | D |
| **Experience** |  |
| Construction process, principles, standards and techniques | E |
| Building services (electrical and mechanical systems) | E |
| Information systems and computer programs | E |
| Construction site management | E |
| Project management | D |
| Healthcare design and standards | D |
| Mechanical, electrical and building procedures | E |
| Construction contracts and site procedures | D |
| **Skills, Knowledge & Abilities** |  |
| NHS technical documents, British Standards, regulations, legislation and codes  | E |
| Project briefing, specification and management of multi-discipline schemes | D |
| Understanding of Health & Safety legislation | E |
| Production of documents and report writing skills | E |
| Thorough knowledge of building construction industry practice | E |
| Working with computer aided design tools AutoCAD | E |
| Budgetary control, planning and forecasting for capital schemes | D |
| Risk assessment and critical path analysis | E |
| Healthcare estate and technology across a number of specialist subjects including construction and engineering services | E |
| Knowledge of the technical design, delivery and utilisation aspects of construction projects | E |
| Skills in software (Microsoft Word /Outlook/Access/PowerPoint, Excel, etc.) | E |
| Sound level of technical ability | E |
| **Aptitudes** |  |
| Self-motivated, with high work standards with drive and resilience. Takes personal responsibility for quality of output | E |
| High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude | E |
| Ability to manage and deliver to deadlines and within resources | E |
| Demonstrate a high level of inter-personal and organisational decision making skills, written and verbal | E |
| Effective communicator with good written and verbal communication skills at all levels, and good negotiation skills | E |
| Willingness to undergo training | E |
| Flexible approach to working hours | E |
| Ability to drive | D |
| Customer focused | E |
| 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. | E |

**Job Matched:**

**Consistency Checked:**