



Royal Devon and Exeter
NHS Foundation Trust

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS

Job Title	Assistant Estates Officer (Building)
Reports to	Senior Estates Officer (Building)
Band	5
Department/Directorate	Estates & Facilities Department

JOB PURPOSE

The post holder, under the managerial guidance from a Senior Estates Officer, has technical responsibility for the day to day operational management of a comprehensive maintenance service, including minor new works and delegated capital projects being undertaken by directly employed labour or contractors for all Trust premises and those covered by service level agreements with other trusts.

Reporting directly to the Senior Estates Officer (Building) this post has responsibility for the Building Fabric of the Trust Estate and the associated internal & external environment, and for providing specialist and technical advice to staff, peers, senior managers and contractors on matters relating to the Trust's Building Fabric and Environment.

The post holder will be required to work as part of the Estates Operational Team and together with the Building & Engineering Officers specifically responsible for the provision of the Estates Service to the Royal Devon & Exeter Hospital and all associated Trust properties

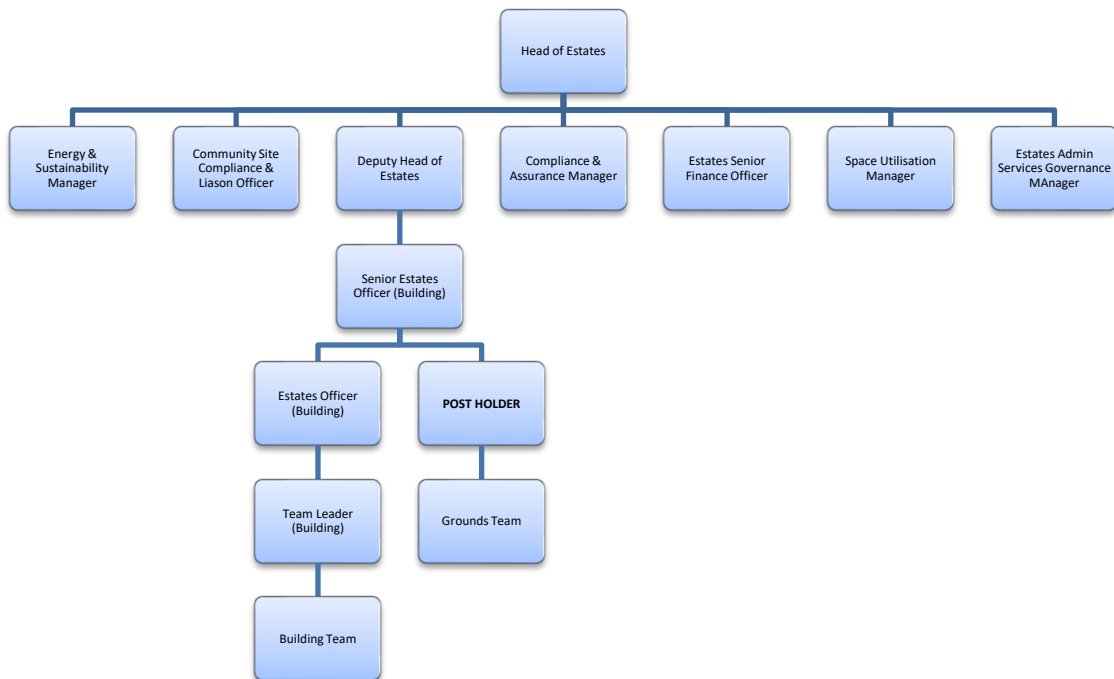
KEY WORKING RELATIONSHIPS

The post holder is required to forge effective working relationships at all levels with Trust staff, external organisations and other public bodies.

Internal: Divisional Directors, Clinical Directors, Senior Managers, Clinicians, Patient Representative Groups, Comms Team, Finance, Facilities, Estates, Ward and Departments, staff representatives and Hospital Staff.

External: NHS Property Services, other NHS Trusts/providers, The Health and Social Care Information Centre, Local Planning Departments, Property and Design Consultants, Contractors, Government Agencies, Local Enforcement Agencies (HSE / EHO) and National Associations.

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Operational Estate Management

1. The post holder is responsible for the provision of effective operational estates services in accordance with current best practice and risk management techniques, and within available resources.
2. Manage Estates operations and maintenance services across the Trust and other organisations under service level agreements. This will include management of a wide range of services including:
 - Maintenance of the Trust's Estate.
 - Emergency, contingency and continuity planning.
 - Statutory and mandatory compliance.
 - Health and safety, and risk management
 - Technical services.
 - Building Fabric and Environment
3. Take an active and responsible role to develop sufficient skills through supervision, mentorship and training to become proficient and Named/Responsible Person (or equivalent) for:
 - Asbestos
 - Confined Spaces
 - Scaffolding Inspections
 - Fire Door Inspections & Repair
 - Automatic Doors

4. To assist in the day to day management of the following services and develop, through supervision, mentorship and training, the necessary skills to control and manage:
 - Window Inspections
 - Fire Risk Assessment remedial work
 - Building Structures and Fabric
 - Internal & External Environment
 - Home Dialysis Installations
 - Drainage Systems
 - Minor Works (Building)
 - Operational Cover and Support
 - Apprentice Management
 - Communication Cells
 - Development of Risk Assessments and Standard Operating Procedures
 - Supervision of Grounds Maintenance Team
5. Respond to out of normal hour's emergency calls and ensure that the appropriate follow-up action is taken as soon as possible
6. Responsible for appropriate input on relevant estate aspects of meeting the PLACE targets and the quality of the patient's environment.
7. Manage, monitor and co-ordinate building and environment planned maintenance activities with appropriate arrangements in place for the delivery of responsive and effective estates services including building 'out of hours' on-call service and emergency contingency plans in support of patient care.
8. To be responsible for all delegated matters affecting the control, procurement and management of estate services.
9. The develop and assist in the management of building and gardening estate staff, revenue resources and stores within the available funding and delegated works ensuring that maintenance, minor works and any delegated capital works meet safety standards, statutory compliance and that activities are carried out in the most cost effective and efficient way either through in-house staff or external contract.
10. Advise on building and environmental works concerning any problematic areas, non-compliance with statutory or mandatory regulations and risks to business continuity in respect of the estate.
11. Assist in the management and the development of technical and manpower resources for the building and gardening teams to achieve satisfactory and effective Estates and Facilities services management, and to stand in to provide suitable support where required in times of staff absences.

Governance and Risk Management

12. Investigate and respond to complaints received from patients, visitors, staff and members of the public, regarding building and environmental estates services and prepare formal responses as required, including Datix actions and responses.
13. Responsible delegated tasks to ensure the estates function operates within relevant statutory and Trust policies, procedures and regulations relating to health & safety at work

issues and risk management; and that sound internal controls, safe processes, working practices to safeguard the Trust and its assets for all relevant responsibilities.

14. Ensure relevant and effective risk management procedures and protocols are developed and implemented. Contribute to risk management where necessary within the Trust.
15. Responsible for delegated building and environmental services in terms of directing, managing and monitoring activities to ensure compliance with statutory and legislative requirements, in accordance with HTM guidance and best practice.

Capital Management

16. Manage minor and delegated major capital projects as and when required by the Estates Department, in accordance with relevant guidance and best practice.
17. Manage and appoint external specialist contractors and subsequently brief, liaise and control their work to ensure key targets are met.
18. Undertake feasibility studies, option appraisals, cost planning and contribute to the preparation of business cases especially in connection with the building and environmental infrastructure.
19. Identify maintenance needs and prepare programmes of work (for inclusion in the Estate Investment Plan).

Property management

20. Assist in the preparation of schedules of condition, dilapidation surveys and reports for building and environmental services and associated equipment with prioritised investment programmes to ensure business continuity of hospital facilities.

COMMUNICATION/RELATIONSHIP SKILLS

1. Provide absence cover and support for other Estates Officers/Team Leaders as required
2. Work as a key member of the Estates and Facilities operations management team to identify and implement service improvement projects using lean methodology and change management techniques
3. Analyse specialist technical information and communicate clearly and authoritatively to both internal and external Stakeholders
4. Ensure high levels of confidentiality are maintained when dealing with staff and contractual information and issues which influence decision making
5. Conduct negotiations with external consultants, contractors and suppliers.
6. Maintain a good working relationship with other team members within the wider organisation and have the ability to share and advise on complex technical issues.
7. The post holder will have incidental contact with service users while duties are carried out within the hospital and day centre environments.

8. Promote a team approach and encourage staff innovation, integration, involvement, change management and improvement at all levels including effective methods of communication.
9. Work with Nursing and Infection Control staff in the prevention and control of Healthcare Associated Infections in accordance with the Health Act 2006 (The Hygiene Code).
10. Establish mechanisms for communications with both internal and external stakeholders for implementing effective communication strategy for all allocated minor works projects.

ANALYTICAL/JUDGEMENTAL SKILLS

1. Assist in the development management of robust systems to regularly monitor and report performance for all estates activities within the building and gardening department with regular reports for expenditure, performance and compliance.
2. Working as part of a multi-disciplinary team, support and assist in the development of robust and compelling business cases.
3. Analyse and interpret contracts, cost schedules and reports and develop options for best delivery route and outcomes taking into account legislation, regulations and guidance.
4. Assist in the management of operational estates records including as-fitted drawings, maintenance manuals, service records, statistical returns, Estates Return Information Collection (ERIC), performance reports, controlled documents, logbooks, policies and procedures.
5. Assist in the regular production of performance and status reports ensuring that the building and gardening teams achieve key performance indicators (KPI's) including budgets, emergency call outs, maintenance response times, energy consumption, capital recharges, statutory compliance, etc.

PLANNING/ORGANISATIONAL SKILLS

1. Ensure the Trust's estate and assets are maintained to best practice as indicated in Health Building Notes and Health Technical Memoranda and actively contribute to the Trust's delivery of the key strategic priorities and objectives.
2. Assist in the formulation of costed maintenance plans for all sites, buildings and systems aligned to the Trusts clinical strategy.
3. Deliver against objectives, achieve quality outcomes and work to tight deadlines

PHYSICAL SKILLS

1. Utilise and review measurement tools and computer technology with a good degree of accuracy for building management systems, MICAD property database software and AutoCAD drawings.
2. Assist in the production of timely documentation for contract management, maintenance management reporting and assessment of specifications.
3. High level of activity required including walking, standing and sitting in order to visit and inspect all areas on multiple sites.

PATIENT/CLIENT CARE

1. Assist patients and visitors via incidental contact with regard to the provision of feedback on estates services and working methods.

POLICY/SERVICE DEVELOPMENT

1. To assist in the management to ensure the Trust's estate and building and environmental assets are maintained to best practice as indicated in Health Building Notes and Hospital Technical Memorandums and actively contribute to the Trust's delivery of the key strategic priorities and objectives.
2. To Assist in delivering a range of policies in connection with estate maintenance options or minor new works aligned to the Trusts clinical strategy.
3. Support the shaping and development of the Trusts Estate Strategy including site development taking account of all dependencies and infrastructure.
4. Liaise with statutory external authorities and specialists regarding estate services.
5. Assist in the development and application of the building and gardening quality assurance system, working towards continuously improving the quality of estates services.

FINANCIAL/PHYSICAL RESOURCES

1. Assist in the manage and monitoring of the operational delegated budgets maintaining effective budgetary control within approved allocations to deliver a balanced budget annually.
2. Provide advice on all aspects of infrastructure investment in relation to building and environmental services, providing feasible and viable solutions.
3. Become proficient in the management of delegated budgets, planning and forecasting expenditure, producing costs savings and improving value for money in line with the Trusts Standing Financial Instructions.
4. Identify and deliver efficiencies for the CIP programme and monitor progress against agreed targets.

HUMAN RESOURCES

1. Assist, and develop management skills, in line-management for the building and gardening teams providing support and guidance as required.
2. Coach, develop and support members of the building and gardening departments, including apprentices, delivering new and innovative practice across teams to ensure the continuous improvement in efficiency and effectiveness and the development of high standards.
3. Assist in the management, recruitment and retention of team members in the building and gardening teams, professional and technical development of staff, monitoring, annual training development plans, succession planning and undertaking individual performance and development reviews.

4. Provide cover and leadership as supervisor/team leader when required for the operational teams.
5. Assist in the leadership and management of a highly effective and responsive operational building and gardening teams, promoting a culture that recognises all users as customers through teamwork, staff innovation, flexibility, involvement, and improvement at all levels including effective methods of communication, team briefing (two-way) and liaison with other staff groups at all levels.
6. Be a positive role model and actively promote the Trust's vision, strategic aims and values ensuring that all estates services are patient focused, high quality and meet the needs of nursing staff and user departments.

INFORMATION RESOURCES

1. Provide regular information to support estate services via computer software systems (MICAD) for schedules of accommodation, programmes, performance, processes and procedures.
2. Provide information for inclusion within ERIC returns, the Model Hospital, and for the Trust Premises Assurance Model (PAM).
3. Ensure that data collected is analysed, reported by the team as appropriate and monitor the processing of data and information.

RESEARCH AND DEVELOPMENT

1. Carry out regular research and development, linking with professional and industry bodies to ensure that latest thinking and best practice is being introduced and delivered to optimise operational estate management within the building and gardening teams.
2. Investigate and implement new innovative materials, concepts, products and systems for maintenance services advising on suitability and value for money to develop premises solutions and to enhance the patient's environment.

FREEDOM TO ACT

1. Works autonomously within delegated levels of authority.
2. Maintain high professional standards and explore opportunities to develop practice.
3. Interpret policy, strategy, standards and legislation related to clinical accommodation.
4. Develop managerial and judgemental skills to analyse situations and formulate appropriate solutions/responses.
5. Be responsible for organising own, and that of the team, workload, prioritising to meet the needs of the Trust.
6. Ensure appropriate risk control measures are in place with estates risks identified, managed, mitigated where possible, resolved or escalated.

OTHER RESPONSIBILITIES

1. To take part in regular performance appraisals.

2. To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
3. To contribute to and work within a safe working environment.
4. 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
5. 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

1. 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:
 - a. Honesty, Openness & Integrity
 - b. Fairness,
 - c. Inclusion & Collaboration
 - d. Respect & Dignity
2. 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.
3. We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.
4. 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.

POST	Assistant Estates Officer (Building)
BAND	5

PERSON SPECIFICATION

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> A HND/HNC in a relevant estate discipline appropriate for this role or equivalent qualification, demonstrable acquired knowledge and experience. Working towards recognised professional qualification of one of the professional institutes that is recognised by the NHS. Accredited qualification in management or demonstrable experience. Proven track record of Continuing Professional Development within the building and built environment. 	E E	 D D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Knowledge and understanding of operational estate management in the building disciplines. Knowledge of health and safety matters relating to the estate and a broad understanding of statutory and mandatory requirements and procedures. Knowledge of legislation relating to estates services. Ability to assimilate information and disseminate clearly and concisely. Effective communicator with good written and verbal communication skills at all levels, and good negotiation skills. A knowledge and application of NHS technical documents (HTNs, HBNs, etc.), British Standards, regulations, legislation, and best practice guidance. Knowledge and understanding of Health & Safety legislation and the need for risk assessments and application in the context of managing risk. Knowledge of maintenance planning and organisation (PPM, reactive, contract, etc). Knowledge of trade principles and practice. High level of building knowledge, techniques, systems and standards. Knowledge of building associated systems and safety requirements within Healthcare premises and associated buildings. 	E E E E E E E E E	 D D
EXPERIENCE <ul style="list-style-type: none"> Experience of managing Trust properties and associated estates services Good experience in building infrastructure and all associated systems in NHS Estates. Budgetary control, planning and forecasting Experience of implementing quality controls, processes and procedures. 	 E	 D D D

PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Good leadership, negotiation, communication and influencing skills. • Team player with collegial working style and willingness to share responsibility. • High levels of stamina and ability to concentrate on challenging issues for extended periods of time • Exemplary personal standards of conduct and behaviour. • Self-motivated, with high work standards for self and others with drive and resilience. • Well-developed verbal and written communication skills. • Ability to work constructively and communicate with a wide range of professionals and staff at all levels • A team player who is resourceful, with the ability to drive change, inspiring and leading by example • Be able to work on own initiative with drive and enthusiasm 	E E E E E E E E	D
OTHER REQUIREMENTS <ul style="list-style-type: none"> • Commitment to NHS and public service values of accountability, probity, openness and equality of opportunity. • Able to demonstrate clarity of thinking, plan and organise • Concentration and mental effort for prolonged periods whilst reading documents and providing clear guidance as a result • Ability to travel to other locations as required • The job involves visiting and inspecting clinical and non-clinical departments • Able to deal with occasional distressing or emotional circumstances dealing with staff grievance, disputes or unwelcome news • Reliable and flexible approach to work • Full driving licence 	E E E E E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	Y		X		
Noise (over 80dBA)	Y	X			
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		

