



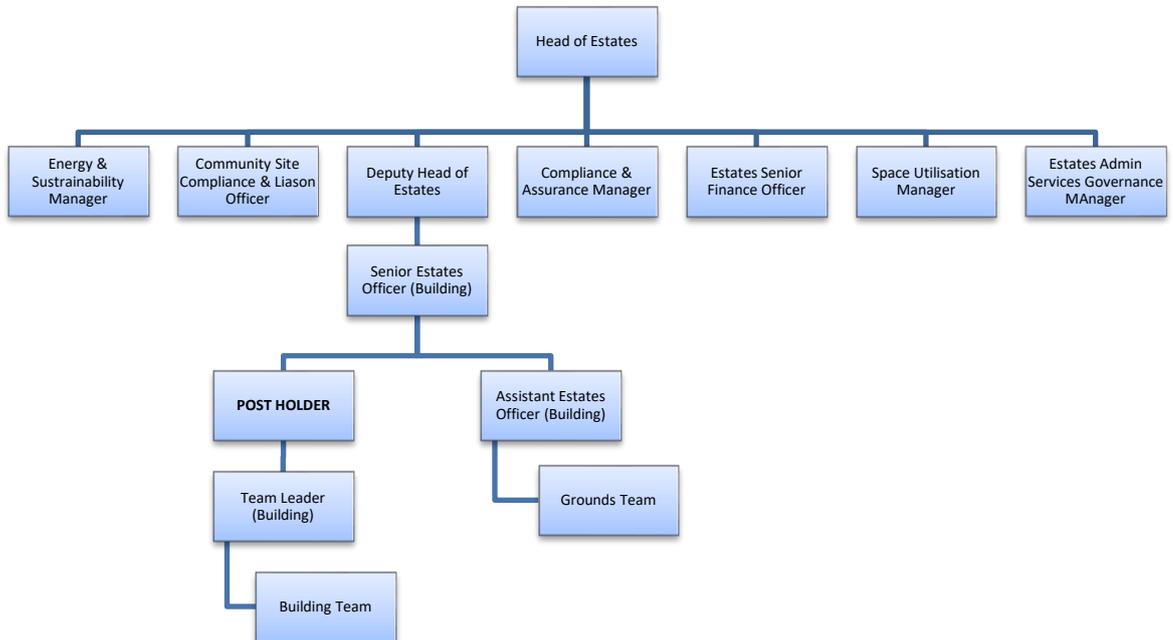
***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

JOB DETAILS	
<b>Job Title</b>	Estates Officer (Building)
<b>Reports to</b>	Senior Estates Officer (Building)
<b>Band</b>	6
<b>Department/Directorate</b>	Estates & Facilities Department

JOB PURPOSE
<p>The post holder has managerial, professional and technical responsibility for the day to day operational management of a comprehensive maintenance service, including 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.</p> <p>Reporting directly to the Senior Estates Officer (Building) this post has responsibility for the Building fabric of the Trust Estate and the associated internal and external environment, and for providing specialist and professional advice to staff, directors, and senior managers and to the local Health Community (CCG) on matters relating to Trust Buildings Fabric and environment.</p> <p>The post holder will be required to work as part of the Estates Operational Team and together with the Building &amp; Engineering Officers specifically responsible for the provision of Estates Service to the Royal Devon &amp; Exeter Hospital and all associated Trust properties</p>

KEY WORKING RELATIONSHIPS
<p>The post holder is required to forge effective working relationships at all levels with Trust staff, external organisations and other public bodies.</p> <p>Internal: Trust Board, Executive Directors, Non-Executive Directors, Governors, Divisional Directors, Clinical Directors, Senior Managers, Clinicians, Patient Representative Groups, Comms Team, Finance, Facilities, Estates, Ward and Departments, staff representatives and Hospital Staff.</p> <p>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.</p>

## 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.
3. Take a lead role for the day to day operations, accountable to the Senior Estates Officer (Building) for:
  - Asbestos
  - Confined Space
  - Minor Works
  - Building Team Line Manager
  - Scaffolding Inspections
  - Fire Risk Assessment remedial work
  - Fire Doors

- Building Structures & Fabric
- Internal & External Environment
- Installation of Home Dialysis
- Drainage Systems
- Operational Cover & Support
- Automatic Doors
- Window Inspections

4. Respond to out of normal hour's emergency calls and ensure that the appropriate follow-up action is taken as soon as possible
5. Responsible for appropriate input on relevant estate aspects of meeting the PLACE targets and the quality of the patient's environment.
6. To support in the management, monitoring and co-ordination of building operations and maintenance activities with appropriate arrangements in place for the delivery of responsive and effective estates services including 'out of hours' on-call service and emergency contingency plans in support of patient care.
7. To be responsible for all delegated matters affecting the control, procurement and management of estate services and to undertake deputising duties when required.
8. To advise on all building works concerning any problematic areas, non-compliance with statutory or mandatory regulations and risks to business continuity in respect of the estate.
9. Manage the development of technical and manpower resources for the building department to achieve satisfactory and effective Estates and Facilities services management.

#### **Governance and Risk Management**

10. Investigate and respond to complaints received from patients, visitors, staff and members of the public, regarding estates services and prepare formal responses as required, including Datix actions and response's
11. Responsible for ensuring 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 areas of responsibility.
12. Ensure effective risk management procedures and protocols are developed and implemented. Contribute to risk management where necessary within the Trust.
13. Responsible for the building team 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**

14. To manage any delegated minor works as and when required by the Trust, in accordance with relevant guidance and best practice.
15. Manage the appointment of external specialist consultants and subsequently brief, liaise and control their work to ensure key targets are met.

16. Identify maintenance needs and prepare programmes of work (for inclusion in the Estate Investment Plan).

### **Property management**

17. Responsible for the preparation of schedules of condition, dilapidation surveys and reports for buildings, and the associated environmental aspects with prioritised investment programmes to ensure business continuity of hospital facilities.

## **COMMUNICATION/RELATIONSHIP SKILLS**

1. Provide absence cover and support for other Estates Officers 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 complex and 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 through the maintenance of the environment and buildings 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. Ensure that robust mechanisms are in place to regularly monitor and report performance for all estates activities within the building department with regular reports for expenditure, performance and compliance.
2. Working as part of a multi-disciplinary team, support the development of robust and compelling business cases.
3. Analyse and interpret building contracts, cost schedules and reports and develop options for best delivery route and outcomes taking into account legislation, regulations and guidance.

4. Develop 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. Produce regular performance and status reports ensuring that the building department 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 building 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. Formulate costed maintenance plans for all sites, buildings and specialist 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 sensitive measurement tools and computer technology with a high degree of accuracy for building management systems, MICAD property database software and AutoCAD drawings.
2. Produce high levels 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 ensure the Trust's estate and building 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. Support the shaping and development of the Trusts Estate Strategy including site development taking account of all dependencies and infrastructure.
3. Liaise with statutory external authorities and specialists regarding estate services.
4. Responsible for quality assurance and working towards continuously improving the quality of estates services.

#### **FINANCIAL/PHYSICAL RESOURCES**

1. Responsible for ensuring controls are in place for estates maintenance, energy and

utilities and delegated budgets and expenditure in compliance with the Trust's Standing Financial Instructions.

2. Maintain effective budgetary control within approved allocations to deliver a balanced budget annually.
3. 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. Line manager for the estates building department providing support and guidance as required.
2. Coach, develop and support members of the building department delivering new and innovative practice across teams to ensure the continuous improvement in efficiency and effectiveness and the development of high standards.
3. Provide support for recruitment and retention of team members, 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 line manager when required for the operational teams.
5. Lead and actively manage a highly effective and responsive operational building team promoting a culture that recognises all users as customers through teamwork, staff innovation, flexibility, involvement, change management and improvement at all levels including effective methods of communication, team briefing (two-way) and liaison with other staff groups at all levels.
6. Provide clear leadership, 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 team.

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. Use managerial and judgemental skills to analyse highly complex 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.

### **APPLICABLE TO MANAGERS ONLY**

1. To be able to evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.
2. Proportion of line managers whose job descriptions include supporting employee health and wellbeing.
3. This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

### **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.

<b>POST</b>	Estates Officer (Building)
<b>BAND</b>	6



<ul style="list-style-type: none"> <li>• Budgetary control, planning and forecasting</li> <li>• Experience of implementing quality controls, processes and procedures</li> <li>• Risk assessment and critical path analysis.</li> </ul>	E E E	
<p><b>PERSONAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Strong leadership, negotiation, communication and influencing skills.</li> <li>• Team player with collegial working style and willingness to share responsibility.</li> <li>• High levels of stamina and ability to concentrate on the most complex and challenging issues for extended periods of time</li> <li>• Exemplary personal standards of conduct and behaviour.</li> <li>• Self-motivated, with high work standards for self and others with drive and resilience.</li> <li>• Highly developed verbal and written communication skills.</li> <li>• Ability to work constructively and communicate with a wide range of professionals and staff at all levels</li> <li>• Able to develop cost effective and straight forward systems to convey complex messages simply</li> <li>• A team leader who is resourceful, with the ability to drive change, inspiring and leading by example</li> <li>• Be able to work on own initiative with drive and enthusiasm</li> </ul>	E E E E E E E E E E	
<p><b>OTHER REQUIRMENTS</b></p> <ul style="list-style-type: none"> <li>• Commitment to NHS and public service values of accountability, probity, openness and equality of opportunity.</li> <li>• Able to demonstrate clarity of thinking, plan and organise</li> <li>• Concentration and mental effort for prolonged periods whilst reading documents and providing clear guidance as a result</li> <li>• Ability to travel to other locations as required</li> <li>• The job involves visiting and inspecting clinical and non-clinical departments</li> <li>• Able to deal with occasional distressing or emotional circumstances dealing with staff grievance, disputes or unwelcome news to be imparted to staff both on a collective or individual basis</li> <li>• Reliable and flexible approach to work</li> </ul>	E E E E E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y		X		
Noise (over 80dBA)	Y	X			
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
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		