**Northumberland Tyne & Wear NHS Foundation Trust**

**JOB DESCRIPTION**

##### Job Details

**Job Title**: Estates and Facilities Manager

**Accountable to: Director of Estates and Facilities (NTW Solutions)**

**Reports to:** Head of Estates (NTW Solutions)

**Base: Carleton Clinic with up to 1 day per week at Gosforth**

**Grade: 8a**

###### Job Purpose

To manage the estates and facilities activities and contracts for the Trusts Cumbria locality properties, supporting Mental Health, Elderly and Learning Disability Services. This includes services provided under contract (pre-dominantly Estates) and those provided by NTW employees (predominantly Facilities).

To act as the contract manager for the services sub-contracted to others including CPFT and to manage services provided under SLA or contract to others including CPFT. This includes full performance management of the contract with CPFT.

To oversee capital developments across the estate in conjunction with the capital team based in Gosforth.

To ensure the Estates and Facilities functions within the locality are focused on clinical need ensuring that the estates and facilities services are safe and meet the needs of patients staff and visitors.

To provide professional advice on all engineering, building and projects activities, to ensure compliance with statutory legislation, Health Technical Memorandum’s (HTM’s) and codes of practice.

Act as a designated responsible officer on behalf of the Trust with regard to implementation of NTW policies and operational procedures into Cumbria.

To ensure all required standards associated with Estates and Facilities services are being met and be able to evidence this, irrespective of who provides the service.

###### Dimensions

Manage and take responsibility for the organisation buildings, infrastructures and services and for the effective maintenance and upkeep of owned capital assets in the Cumbria locality. Be responsible for a direct revenue budget.

Manage the full spectrum of Facilities Functions including Catering, Domestic services, Café, Porters, Switchboard and reception, laundry services. These duties will be carried out in close co-ordination with the Facilities Managers across other NTW sectors who will provide advice and guidance on the required standards and working practices that need to be attained.

Be responsible for the performance management of the Estates contract which will be between NTW and CPFT working across multidisciplinary teams including, engineering, building, and grounds and gardens.

The post will be managed by NTW Solutions a wholly owned subsidiary company of NTW NHS FT.

###### Structure

This structure is reflective of the team that sits around this post.

**Communication and relationships**

Participate in effective two-way communication on all aspects of Estates and Facilities related issues. Must be able to co-operate and communicate with other senior officers outside his/her own discipline. This can involve highly complex and contentious information, which requires highly developed negotiating or persuasive skills

Achieve acceptable standards of productivity, workmanship, discipline and professionalism from staff and encourage co-operation and versatility among the staff under the post holder’s management

Communication with:

Trust Employees

* Head of Estates
* Facilities Managers
* Director of Estates and Facilities
* Heads of Departments and Managers
* Senior Nursing Officers
* Senior Staff from other Trusts
* Fire and Security Officers
* Facilities staff
* Business Development Personnel

Non- Trust Employees

* Health and Safety Executive
* Environmental Inspector
* Consultant Architects and Engineers
* Fire Authority
* Union Representatives
* Technical Representatives
* HEFMA Regional Representatives
* Other NHS organisations

###### Knowledge. Skills and Experience

Qualifications

*Essential:*

Professionally qualified with an appropriate Degree in either an engineering, building or FM related subject.

Membership of an appropriate Estates or Facilities professional institute.

Substantive evidence of continuing professional development.

*Desirable:*

A management qualification to a higher/post graduate level in a Management, Facilities Management or Project Management discipline.

A risk management or health and safety qualification.

Experience

*Essential:*

An in-depth understanding of estates and facilities services within a health care environment.

Minimum of 5 years experience in a senior management role managing Estates and Facilities services, buildings and plant using up to date methods of maintenance, problem solving, etc.

Contract management experience.

Must demonstrate an excellent understanding of health & safety and have a good working knowledge and understanding of HR / managerial and financial activities in large complex organisations

Must have the ability to delegate yet control the workload and be able to motivate a multi-disciplined workforce by strong leadership.

Full UK Driving licence as travel between sites will be required.

*Desirable:*

Have experience of managing construction and capital projects utilising a range of procurement methods.

Knowledge

Advanced knowledge within the multidisciplinary area of healthcare Estates and facilities including engineering, building, catering, domestic services etc.

Advanced knowledge of standing financial instructions and general financial management up to a level which will allow the effective management of an estates portfolio.

An excellent working knowledge of the legislative and statutory issues concerning the provision of estates and facilities services.

A good working knowledge of the framework within the NHS for the management of estates and facilities.

Good working knowledge of best practice in procurement to attain best value for good and services to include;

* Capital procurement within the NHS
* Procurement of goods and services to ensure value for money and delivery of ongoing efficiency savings.

Good knowledge of best practice project management.

An excellent knowledge of maintaining effective supplier relationships to ensure continuing value for money in the management and procurement of services.

Good working knowledge of the requirements of clinical service delivery including the performance management regime in the NHS, clinical governance, and the needs of service users across the Trust.

A thorough understanding of risk management principles, good governance and the assurance framework within the NHS

Skills

An excellent knowledge of information technology management tools in relation to the Estates function.

Must be able to co-operate and communicate with senior staff, directors and other senior officers outside his/her own discipline.

Must operate at a level to contribute effectively to long term improvements in clinical care

Responsible for the management of complex projects and supplier relationships to the benefit of the organisation.

Must have the ability to delegate yet control the workload and be able to motivate a multi-disciplined workforce by strong leadership

**Analytical skills**

The ability to interpret technical drawings and specifications and translate that information into an understandable/ workable format for both Estates and Facilities staff and non-technical colleagues.

To design and produce technical assessments and solution options for a range of estates related issues. To carry out technical / professional work as an authorised person when assessed and appointed under the requirements of legislation and Trust’s operational policies and to operate within the parameters of the policies

To understand fully the inter-relationship between contract providers covering the various disciplines that make up the Estates function, specifically building, engineering, grounds and gardens.

The ability to assess and determine appropriate action / decisions when faced with conflicting technical demands or requirements without any direct support.

Assess tasks and undertake appropriate risk assessments for any task which does not have an existing suitable departmental risk assessment.

To recognise potentially hazardous situations and be able to take appropriate corrective action

**Planning and organisational skills**

To manage an operational FM department including providing working instructions and delegation of work and tasks to other professional disciplines as required.

Manage the Estates contract in a timely way ensuring all activities undertaken by the contractor are monitored and reported on in a timely way.

Organise and manage personal day-to-day work activities.

Plan, organise and manage complex and multi-stranded activities relating to estates minor capital projects including co-ordination of technical specialists and contractors.

Contribute to the Estates Departmental and Trust wide strategies with regard to their impact and implementation of the operational portfolio

**Physical skills**

Will be expected to be able to use test and surveying equipment, in accordance with manufacturers’ instructions and in compliance with Trust policies, procedures, and industry best practice.

Advanced keyboard and IT skills including the use of design software.

Will be expected to be able to work in confined spaces, at heights, on building/ construction sites etc. All in accordance with safe systems of work and risk assessments.

###### Key Result Areas

**Responsibility Patient/Client Care**

Ensure that work activity protects and maintains the safety and dignity of all clients.

Provide specific technical advice to carers, on patient environment and design solutions for individual client requirements

To work with the Trust’s Senior Managers to ensure that professional support is available to deliver the Trust’s services strategies once formulated and endorsed by the Trust Board.

Ensure that the contractor is dealing with all breakdown requests in an appropriate and timely manner to reduce any adverse impact on the patient/ environment.

**Responsibility policy and service**

Act as the designated responsible officer on behalf of the Estates department and Trust with regard to devising, monitoring and reviewing operational policies & procedures.

Carry out duties, observing and using safe working procedures in accordance with all estates operational procedures. Manage the implementation of policies and procedures in your locality and assist in the review of operational estates procedures.

To provide professional advice on matters affecting the Trust estates engineering, building, specialist services, energy, environmental and grounds and gardens activities and to ensure compliance with legislation, HTM’s, HGN, HBN and codes of practice. This will include environmental targets set by the NHS.

To take a proactive approach to the identification and assessment of all work activities and risks not covered by existing standards and where necessary propose changes to existing working practices for the improvement of the clinical environment or Estates service.

Directly assist the Director and the Head of Estates in the development of the Trust Estate Strategy for adoption by the Trust Board.

**Responsibility Financial and physical**

Manage / co-ordinate maintenance and repairs on Trust estates assets, including responsibility for a significant delegated budget

Advise the Head of Estates on the condition of the estate and the requirements to bring the Estate up to, and sustain it at, a condition appropriate to its task within financial constraints.

Manage and be responsible for procurement of multidiscipline service contracts and stock control to ensure the department meets the standards and expectations of all stakeholders.

Assist in the management of fire safety compliance and advise the Head of Estates in relation to all Fire Safety issues in the locality.

Develop annual backlog investment and planned preventative maintenance programmes.

Responsible for the implementation of expenditure and revenue saving measures within Estates and Facilities as agreed with the Director.

Assist with all planning, design and construction of new or upgraded buildings, plant, service and equipment, as part of the Trust’s strategic direction.

To provide the Head of Estates with information concerning the condition of the Trust’s Estate Portfolio.

Monitoring of assets on a continual basis to ascertain whether they are operating to their optimum efficiency. Bring the Estate up to, and sustain it at, a condition appropriate to its task within financial constraints.

Manage budget performances/effectiveness to ensure that cost improvements, savings and overall best value can be achieved. Ensure continual management of budgetary balance across the department or to targets as otherwise directed.

**Responsibility Staff/HR/leadership, training**

Managing the Facilities Department in the Cumbria Sector, made up of approximately 50 multi-disciplined personnel and admin staff, to get results by making the best use of the human, financial and material resources available within the department.

To assist in the change management process within the Department in line with service development strategies across the organization.

Ensure the effective operation and development of the appraisal scheme for all staff in the locality to ensure they have the appropriate development opportunities for their future career needs. Advise the Director of Estates and Facilities on manpower statistics, staff requirements and age profile analysis. Demonstrate / train new starters, other employees and apprentices in specific technical estates maintenance activities and duties. Act as a mentor to apprentices and other staff.

Ensure that staff employed by contractors or others, carrying work out on behalf of the organisation, do so in a way that reflects the expected values and standards.

**Responsibility Information resources**

Assist in the development of information systems across Estates and Facilities, this includes integration and rationalisation of various software packages in line with those utilised elsewhere.

Management of statutory and ACOP documentation, in accordance with the operational procedures; including but not limited to condition surveys, legionella, safe water temperature, catering etc.

Draw up and maintain an effective risk register for the department which forms an integral part of the Trust risk register.

Produce performance reports on an on-going basis.

To record and manage accurate work information as required for the operation of the Estates management systems, PPM, LMS, energy and utility information and all other relevant data management systems. To ensure the estates planned preventative maintenance system including the monitoring and reporting of maintenance efficiency and performance is being undertaken.

**Responsibility R&D**

Provide data and relevant information to allow active benchmarking and performance monitoring of the estates and facilities departments against other NTW teams and NHS organizations and develop networks to ensure that the department is continually working towards best practice in the operation of its estates and facilities functions.

**Freedom to act**

To manage your workload and duties without routine referral to your line manager. Must have the ability to work independently and be able to take and justify decisions when required to do so

Ability to work under pressure to tight deadlines, especially during emergency / critical breakdowns and situations.

**Effort and Environment**

**Physical effort**

Undertake frequent long periods of sitting or standing at a desk / work station inputting via a keyboard or producing technical reports

Occasional need to access and inspect under floor ducts, roof spaces, etc… using ladders and access equipment involving manual handling of weights up to 15kgs.

**Mental effort**

The job requires frequent intense concentration and awareness often for sustained periods, this whilst working in an environment with frequent interruptions. In addition the role requires decisions being made on an instantaneous basis from numerous sources of variable requests.

Analysis of complex data and production of detailed technical reports within unpredictable and excessive workloads and patterns.

**Emotional effort**

The post holder will be involved in grievances and disciplines and be expected to deal with scenarios which may cause stress and anxiety with staff, union officials and staff groups within the organisation and which attract complaints/criticism from staff, patients and visitors, this requires emotional strength due to the nature of the services

**Working conditions**

Occasional exposure to highly unpleasant working conditions and some exposure to hazards. In Estates whilst assessing H&S standards on sites, means that you can become exposed to dangerous practices, including unsafe electricity, unsafe scaffolding and structures. Accessing hot confined spaces to assess working practices.

**General Terms and Conditions**

A job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands within the Trust. Any changes in the range of work undertaken will be carried out in consultation with the post holder.

All employees are subject to the requirements of Health and Safety at Work Act. The post holder is required to ensure, as an employee, that his/her work methods do not endanger other people or themselves.

All employees must comply with the Northumberland Tyne & Wear NHS Foundation Trusts Equal Opportunities Policy and must not discriminate on the grounds of race, colour, nationality, sex, marital status, disability, or any other grounds, which cannot been seen to be justifiable.

**Job Description Agreement**

## **Job Holders Signature: . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .**

## **Date: . . . . . . . . . . . . . . . .**

**Director of Estates and Facilities Signature: . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .**

**Date: . . . . . . . . . . . . . . . . .**