



ESTATES MANAGER (OPERATION)
ELECTRICAL AND MEDICAL GASES
INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Estates Manager (Operations)
Band	7 (Subject to AfC)
Directorate	Director of Corporate Services
Accountable to	Estates Sustainability and Compliance Manager
DBS Required?	No

JOB PURPOSE

Assist the Operational Site Manager in the operational management of the Trust's estate at the designated site(s), including all building and engineering systems, roadways, footpaths and grounds, and for ensuring that these are maintained to the appropriate NHS and statutory standards in order to deliver a high quality care environment for the Trust's patients.

Ensure the provision of an efficient, effective and safe patient focused maintenance service, within the allocated budgets, using directly employed staff and contractors, and through the development of suitable operational plans and maintenance programmes, ensuring that engineering maintenance, including contract work is carried out to appropriate standards and specifications.
Responsible for the management of maintenance staff.

Acts as Coordinating Authorised Person (CAP) for the Trust and Authorised Person (AP) in relation to a number of specific maintenance responsibilities eg. medical gas, high voltage electrical, low voltage electrical, pressure systems, decontamination, lifts, water, asbestos or specialised ventilation systems.

Implements and maintains physical assets register; oversees minor schemes and capital work.

Leads the on-going development and continuous improvement of the maintenance and repair services within his/her remit.

Provides expert specialist and professional building and engineering expertise to other estates staff, directors, and senior management of the organisation, and may also advise external agencies.

Scope and Range

Responsible for the following engineering and building maintenance section level functions:

- Operational estates maintenance and repair services for all hospital buildings, services, fabric and equipment covered by the Estates Department policies and procedures.
- Responsible for the day-to-day management of the allocated Directly Employed Labour (DEL) workforce (which in the main is sub-divided as electrical, mechanical or building bias trades), together with its actions and undertakings.
- Works collaboratively with the other Estates Operations Managers, and provides cover for them for period of leave etc.
- Authorised signatory for financial transactions e.g. purchase orders and goods received.
- Ensures effective estates maintenance contract procurement and management.
- Ensures Estates Statutory Compliance across a number of service e.g. Water, Ventilation, HV/LV etc.
- Ensures the efficient use of energy and utility services for Estates equipment and infrastructure.
- Manages Estates produced waste to meet legislative requirements.

MAIN AND DUTIES AND RESPONSIBILITIES

Communication & Relationship Skills

- Develops and maintains effective systems of communication, written and verbal, formal and informal, with own maintenance team.
- Provides and receives maintenance, technical project-related information with specialists, non-specialists; negotiates with contractors, suppliers
- Ensures that relevant information in respect of the estates operational function is disseminated as appropriate throughout the maintenance team and to external Contractors where appropriate.
- Maintains appropriate contact with colleagues, contractors, patients, visitors and relatives and hospital staff whilst carrying out his/her duties within the Trust
- Presents written and verbal reports as requested in relation to estates operational activities at a variety of forums, including formal Committee meetings.

- Maintains communication with external professional bodies, such as IHEEM and HefmA, to ensure on-going Continuing Professional development (CPD), and disseminates the knowledge gained within the Estates Department, and applies this to the day to day management activities.
- Ensure that confidentiality is maintained at all times in accordance with the Trust's Information Governance (Confidentiality) Policy.
- Manages both Directly Employed Labour and Contractors to ensure the operational effectiveness of the planned preventive and reactive (repairs) maintenance services for all Trust buildings, engineering plant and equipment, and grounds.

Knowledge, Training & Experience

- Professional knowledge acquired through degree or equivalent + specialist knowledge acquired through post-graduate course & experience to masters equivalent level.

Analytical & Judgemental Skills

- Judgements across wide range of estate issues taking into account legislation, H&S, conflicting demands – condition of plant & equipment, complex fault finding
- Responsible for day to day site operations and maintenance, and works with a large degree of autonomy for own area of responsibility, providing work status and service performance updates to the Estates Operations Manager as requested.
- Responsible for prioritising and allocating the daily work to the in-house maintenance team, and Contractors where employed.
- Supervises and controls the work of Contractors or Directly Employed Labour as required, with general statutory/mandatory or Trust policy governing the work procedures.
- Prepares estimates, designs and specifications for maintenance or plant replacement schemes and undertakes the associated Clerk of Work duties.
- Required to make judgements across a wide range of estates issues taking into account legislation, Health & Safety, and often conflicting demands when allocating labour, and to undertake complex fault-finding.
- Accountable for all significant decisions affecting the services under his/her control in liaison with the Estates Operations Manager, including those related to financial and human resources, quality and service developments within the estates operational function and those issues having wider implications for services across the Trust.
- Plans and prioritises maintenance projects, including liaison with Users, Contractors and Specialist Agencies and project manages delegated works.
- Supports the wider Estates Management team in ensuring appropriate systems are in place to deliver effective, efficient and statutorily compliant services.
- Acts in accordance with the Code of Conduct for NHS Managers and the Trust Values.

Planning & Organisational Skills

- Long term maintenance planning, short term projects planning, emergency, contingency planning for critical services
- Responsible for the implementation of local operational plans and work programmes for the estates maintenance function, which support the Trust's business plans.
- Contributes to the agreement and implementation of service and financial objectives for the areas under control.
- Monitors the performance of the estates operational maintenance team against its agreed objectives, and is responsible for taking corrective action where necessary.
- Regularly evaluates and reviews the performance of the estates operational maintenance team, and where appropriate, develops and subsequently implements initiatives and improvements to enhance performance, and or to ensure compliance with statutory and NHS standards.
- Ensures the most appropriate and effective use of resources (both in-house and external Contractors), including labour, transportation and materials e.g.
- requisition, supply, deployment and security, taking into account competing priorities and performance targets.

Physical Skills

- Use of fine tools and equipment

Responsibility for Patients/clients Care:

- Incidental contact with patients

Responsibility for Policy/ Service Development

- Reviews, develops policies for engineering maintenance

Responsibility for Financial & Physical Resources

- Assists the Estates Operations Manager and finance colleagues with the budget setting process, to ensure that adequate resources are made available to maintain the estate in a safe condition, which is compliant with Statutory and Healthcare standards.
- Responsible for managing the delegated budgets and controlling expenditure, including the achievement of any agreed cost improvement targets.
- Authorises payments to contractors, suppliers; holds delegated budget for refurbishment schemes; maintains and repairs trust properties and equipment/ responsible for maintenance of facilities, equipment.
- Identifies and implements efficiency improvements in support of the Lord Carter of Coles recommendations, and the Trust's Internal Efficiency Programme (IEP).
- Manages all resources e.g. in-house or contract under own control, in the provision of an effective maintenance and repair service.

Responsibility for Human Resources

- Has overall responsibility for the management, including line management of own Maintenance Section at the designated base, and as required provides appropriate cover for the other Senior Assistant Estates Operations Managers, including at other Trust sites where necessary.
- Undertakes staff performance reviews and objective setting, including identification of staff development and training needs, ensuring that every member of staff has a timely Annual Appraisal, which supports effective work performance.
- Ensures adherence to all Trust Human Resources policies and procedures within the estates operational maintenance team, and implements these in a fair and consistent manner.
- Establishes key performance indicators for the maintenance service, utilising management reports from the Estates Computer Aided Facilities Management (CAFM) systems e.g. Micad, taking corrective action to rectify poor performance where necessary.
- Promotes positive management/employee relationships, engagement and involvement, by working collaboratively with the Staff-Side representatives.
- Works closely and respectfully with all Trust colleagues in support of the Trust's values.

Responsibility for Information Resources:

- Conversant with the corporate communication and IT systems and utilises these for optimum effectiveness, undertaking regular team meetings and 'tool-box' talks to ensure that staff are fully briefed to undertake their roles, including from a Health and Well-Being perspective.
- Able to work from technical drawings, circuit diagrams, manufacturers details and operational manuals.
- Uses CAD-CAM system for building plans
- Responsible for storage of data with an occasional requirement to use computer software to create reports, documents and drawings
- Ensures that appropriate systems are put in place for the safe storage and recovery of all estate related information, maintaining confidentiality where appropriate.
- Operates computer systems to interpret and diagnose information to carry out repairs, such as the Building Management System (BMS).
- Regular requirement to use the Estates CAFM systems (currently Apollo FM and Micad) to store building and engineering maintenance information, and to produce reports for performance monitoring and service improvement purposes.

Responsibility for Research & Development

- Undertakes estates condition surveys

Freedom to Act

- Guided by building, H&S regulations, responsible for engineering maintenance

Physical, Mental and Emotional Effort

- Required to visit various Trust sites to ensure effective management of the estates operational services and for attendance at meetings as necessary.
- Works flexibly as necessary in order to meet critical short term deadlines when dealing with operational incidents, whilst working in the long term to achieve Corporate and Departmental objectives.
- Acts sensitively in ensuring that the concerns of staff are dealt with sympathetically, alongside service needs and requirements.
- Deals with staff grievance, disciplinary issues
- Occasionally exposed to highly unpleasant conditions during work related to sewers and drains etc. and to unpleasant conditions when working outside in inclement weather, or in confined spaces, such as Subway Ducts and Plant Rooms.
- Required to be physically fit in order to exert light physical effort to cope with the demands of a busy maintenance department.
- Required to exert light physical effort to reach inaccessible areas.
- Required to deal with an unpredictable work pattern and operational incidents, which require frequent concentration when viewing drawings and schematics.
- Highly developed physical skills including accuracy and manipulation of fine tools for calibration and use of test equipment.
- Concentration for paperwork, drawings; operational incidents
- Assists patients during incidental contacts.

Working Conditions

- Site visits, maintenance activities/ sewage, pest infestation



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Degree level education in relevant discipline (e.g. Estates or H&S related) plus experience to Master's level. • Health and Safety IOSH Managing Safely or, NEBOSH General Certificate. • BOHS P405 Management of Asbestos in Buildings or, an agreement to work towards gaining this qualification. 	<ul style="list-style-type: none"> • BIFM Qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Significant experience of a large Estates operation. • Experience of building and engineering services, preferably in an NHS Estates environment. • Knowledge of Estates compliance recording systems. • Experience of working as a Compliance Manager in a highly complex organisation. • Working knowledge of Health & Safety in an Estates environment and also of DH Guidance e.g. Healthcare Technical Memoranda and • Health Building Notes. • Able to deal with multiple highly complex issues, data manipulation and interpretation. The ability to present such information in an understandable format. • The ability to remain calm and confident in potentially confrontational environments. 	<ul style="list-style-type: none"> • Experience of CAFM systems • Specialist knowledge and experience of Healthcare Waste management. • Knowledge of management of budgets and SFIs in the public sector.

<ul style="list-style-type: none"> • Team Player. • Committed to Continuous Professional Development. • To demonstrate behaviours in line with Trust Values. 	
---	--

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good usage of IT e.g. Excel, Word and Powerpoint. • Work on own Initiative, with good organisational skills and decision making abilities. • Excellent communication skills – at all levels of an Organisation, including preparing and giving engaging presentations. • Excellent interpersonal skills – building successful relationships and dealing with influential internal stakeholders • Clear, concise report writing skills. • Problem solving abilities with a positive, empowering approach • Ability to self-manage workload. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Able to access and work in potentially confined areas and at height (e.g. using step ladders and ladders and, working on roof areas).• Respond flexibly to competing and urgent demands.	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to

empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)