

ESTATES MES SYSTEM SUPPORT MANAGER

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
- 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 MES System Support Manager
Band	7
Directorate	Director of Corporate Services
Accountable to	Head of Estates
DBS Required?	None

JOB OVERVIEW

The post holder will lead (Super User) the implementation and delivery of the main Systems and Technology packages which includes CAD, Access Control Systems (Salto/Schneider), Contractor Control Systems (RESET Access Module) and MICAD Internet Property Register (IPR) and the Computer Aided Facility Management (CAFM) systems into a Business-as-Usual process. This will involve supporting the dashboard reporting for compliance and performance, scheduling, monitoring, reviewing, training and delivery of effective asset management, along with planned and reactive maintenance that meets the Health Boards statutory and other mandatory requirements.

Main Duties and Responsibilities MiCAD & Systems

Be the Lead system technical manager for full support of some of our Estates complex IT related systems. Process the data updates and upload documents, be the main point of contact and technical lead for all MiCAD queries for the Helpdesk facility, aid colleagues and other users as required, liaise with the MiCAD company for timely resolution of eventual system failures, lead on licences updates, procurement and training design and roll out upgrades to the teams. Lead communications to the teams ensuring levels of understanding depending on their role and skill level required.

Ensure MICAD and CAFM systems have suitable case workflows and reporting to efficiently respond. Analyse complex systems and data and communicate at all levels (technical and practical) with customers (both internal and external) providers of Estates & Technical services, auditors and SaTH Teams providing routine and ad hoc reporting on the performance of the Estates Services including Delivery Performance, Safety, People, Quality, and costs metrics.

Lead on the production and running of a range of dashboards, reporting with supporting schedules for performance and be the main contact for issues, improvements, and asset changes at all levels. This will include leading finance standard reporting and valuations based on internal area sizes based on drawing held within the systems.

Lead on gathering complex data and undertake site surveys for the purpose of the system. Lead updates: changes to occupancy and utilisation, layout alterations, changes to the organisational hierarchy which may impact on space ownership. Liaise on regular basis with the Estates and Capital projects team, ensure that changes to infrastructure are reflected on the MiCAD system as property necessary.

Support the Space planning of SaTH with graphical and analytical reports for the purpose of the space planning solutions development and provide analytical data to support theories and Business cases. Once a new space allocation is approved, reflect the change on MiCAD. Provide MiCAD drawings, reports and analytics as required for the purpose of space planning projects and audits. Communicate effectively to all levels as required.

Lead and Oversee the CAD function, ensuring that the Trust record layouts are updated on a regular basis, work together on the production of detailed graphical reports in relation to occupancy or for the purpose of individual projects.

Communicate and liaise with Operational Estates Managers regarding Trust planned maintenance and independent inspections relating to the MICAD IPR and CAFM programme are scheduled, and any compliance corrective actions are entered into the MICAD/CAFM systems and distributed to the correct workflow for remedial or other action.

Monitor that MiCAD is used as an effective property management tool, in relation to assets records, leases, licences, compliance, etc. Develop and maintain the strategic annual asset management plan, aligned with departmental policy and budget.

Maintain, improve, and develop MICAD IPR and the Asset Register within the CAFM system including additions abstractions, plant/ equipment condition and maintenance requirements, liaising with the dedicated external consultant, providing MiCAD reports and analytics. Ensure the accuracy of the numerical data shared for the valuation, undertaking checks and measurements on site as required, and meet the needs of the Health Board including finance valuation audits.

Be responsible for chairing departmental meetings, ensuring documents and reports and/or dashboards for meetings are made available to senior management and stakeholders.

Liaise with third party occupants and reflect changes to their occupancy, space utilisation and lease arrangement on to the MiCAD system.

Lead on the day-to-day management of all contractual queries in relation to all Estates Systems: e.g., licences renewals and system upgrades.

To be directly responsible for providing informed, timely and accurate support and regular training to the Estates teams at all levels on all major aspects of Estates and Facilities compliance and operational performance on such systems.

Lead on annual stock take processes and reports, working with Micad, the Head of Estates and the Business Manager to export and import stock data from the MiCAD system, and produce the end of year finance figures and reports.

To advise on the formulation of and be responsible for continuous improvement of the CAFM system, Asset data and Workflows managed in the CAFM system to ensure that all operations and development activities are provided and delivered at optimum cost efficiency.

To ensure compliance with Department of Health guidelines (HTM's) and Health & Safety legislation to the safe and effective running of the SaTH estate are included in the CAFM system and updated as required.

To support the Head of Estates and Business Manager to ensure that all staff, including contractors and outsourced suppliers are communicated with regarding ongoing projects, work systems and Health Board initiatives that impact on the business and patients. Project Management
Lead and coordinate all projects and change initiatives in relation to MiCAD utilisation, maintenance and promotion across the organisation, and use effective project management techniques to monitor the system updates, e. g. trackers, roadmaps, actions log, etc.

Lead on stakeholder management in relation to MiCAD utilisation, keep the stakeholder list up to date, organise coordination meetings as necessary, produce meeting minutes and action logs, monitor progress.

Liaise with Project Managers throughout projects, ensuring all major refurbishments to be reflected on backlog, and develop in conjunction with Head of Estates a 5-year rolling backlog maintenance programme. To take possession of updated Operational and Maintenance manuals and certificates, keeping the integrity of the asset data, and abstract changes to asset register and PPM maintenance of new plant systems installed.

Responsibility for Policy and Service Development

Lead on the review and improvement of MiCAD management processes and SOPs and the establishment of best practices, bringing innovative ideas, identify gaps and challenge inefficiencies and update room numbering, layouts and allocation.

Develop a strategy for the implementation of BIM standards and processes, promote the benefits of BIM throughout the organisation.

Manage the development of the Trust CAD standards and monitor their implementation.

Develop and implement interface protocols with Estates and Capital teams to ensure efficient and timely information transfer to deliver optimised MiCAD data.

Develop training modules for varying levels of skill sets and trades and continually improve such knowledge and its ultimate compliance and complex use within the service.

Responsibility for Financial and Physical Resources

Comply with Trust SFI's and maintain high standards of professional conduct and integrity and use financial acumen to understand opportunities for cost saving in order to ensure the greatest value is realised through public money.

Follow appropriate governance for budget allocation and expenditure and manage the procurement of MiCAD services.

Take ownership and lead on the day-to-day coordination of individual MiCAD projects and improvement initiatives, develop and maintain strong stakeholder relationships to understand requirements and deliver MiCAD and system solutions.

On occasion manage and work with teams in adhoc or even system interruptions / emergency situations ensuring risk mitigation, call handling, and subsequently the journey back to business as usual.

Responsibility for Information Resources

Lead on keeping up-to-date projects' documentation, monitoring that all key data is saved as required.

Lead on requirements gathering for MiCAD and system projects, engaging with key stakeholders and coordinating the solution development.

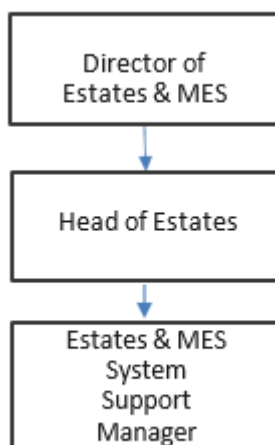
Responsibility for Research and Development

As part of the continuous professional development, research best MiCAD and system practices examples and share within the team.

Attend professional events in relation to MiCAD and BIM, property, and space management, develop and share insights.

Lead on researching and dissemination of MiCAD and BIM capabilities, advising on new functionalities and potential benefits. Proactively contribute and promote an innovative approach to asset management.

Organisational Chart





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"> • Masters in relevant discipline, or equivalent experience in a similar role. • Project management qualification or relevant experience in a systems environment with evidence of managing projects. 	<ul style="list-style-type: none"> • BIM qualification.

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Autonomous, self-starter, • willing to take initiative and drive the MiCAD function. • Proven ability to interact & work cohesively with colleagues. • Multi-tasker, able to prioritise, organise workload and manage outcomes to meet planned objectives. • Flexible and agile, able to undertake tasks at short notice and in ever changing environment. • Able to demonstrate positive and constructive attitude whilst being under pressure. • Working knowledge of Autocad. • Experience of process improvement in CAFM/MiCAD. • Working effectively with internal and external stakeholders in a large complex organisation. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to analyse architectural layouts, monitor accuracy, perform gap analysis, make recommendations in relation to MiCAD records. • Excellent stakeholder management skills, ability to influence and build effective working relationships across variety of departments. • Proven ability of using project management techniques in relation to MiCAD or wider property related developments. • Advanced numerical and analytic skills. • Excellent communication, planning, organising skills. • Ability to undertake data audits. • Sound knowledge of methods for document control. • Maintain MiCAD system integrity. • Confident and logical thinker, demonstrating the ability to undertake long periods of concentration. • Ability to communicate effectively and constructively challenge. • Complex report writing skills. • Proficiency with MS Office (Esp Powerpoint) and CAFM Systems such as MiCAD. • Building working relationships across business functions and departments. • Database management, accurate data entry with gap analysis, in an efficient and timely manner. • Leading on data collection in relation to asset management. • Fluency with ERIC reporting. • Training and communication • Skill demonstration in a similar role 	<ul style="list-style-type: none"> •

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Ability to train and teach others to use MiCAD.• Role-model best practices in MiCAD/CAFM, professional integrity, lead by example.	

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 AND CYBER SECURITY

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

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

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](#)