



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	Estates Officer (Operations & Maintenance)
<b>Pay Band</b>	7
<b>Hours of Work and Nature of Contract</b>	Full time, 37.5 hours per week, Permanent
<b>Division/Directorate</b>	Estates and Facilities
<b>Department</b>	Estates
<b>Base</b>	Grange University Hospital

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Works Manager
<b>Reports to: Name Line Manager</b>	Head of Estates
<b>Professionally Responsible to:</b>	Head of Estates



## OUR VALUES:

### **JOB SUMMARY/JOB PURPOSE:**

To manage the building and engineering directly employed maintenance staff (DEL) ensuring maximum utilisation of labour deployment.

To support the Estates Managers in providing a safe, comfortable and compliant environment for patients, staff and visitors whilst ensuring all statutory legislation is complied with.

Support the Estates Manager, Head of Estates and Compliance Manager with the performance monitoring of hard FM contracts and internal workforce.

Responsible for devolved budgets in accordance with the Health Board's Standing Financial Instructions, for electrical, mechanical and building fabric maintenance services.

Responsible for client/user maintenance requests are attended to within response times specified in the control of Works & Estates policies.

### **DUTIES/RESPONSIBILITIES:**

## **LEADERSHIP**

To understand the national perspective and future strategy for the NHS and related areas of health to ensure that staff in your team/s are fully aware of the implications and can contribute effectively to service improvement.

Lead, manage and motivate a large maintenance team & specialist contractors to fulfil works within time constraints & budget.

Ensure there are robust systems and processes embedded within area of responsibility, that are efficient, have sufficient governance in place and where possible are standardised in line with overall Estates and Facilities systems and processes.

Ensure all staff in your team/s have annual PADR's resulting in specific objectives and effective personal development plans in line with the Knowledge and Skills Outline Framework.

Responsible for leading training and development of identified staff.

Preparation of maintenance and plant replacement schedules and technical reports.

To manage the implementation and compliance of Statutory and legislative requirements, Health & Safety policies, procedures and risk assessments, permit to work systems, Quality assurance procedures and Performance measurement standards.

Responsible for works stores stock control procedures and security arrangements.

To participate in the out of hours on call system.

Act as authorised person in Maintenance & Estates disciplines.

Management of trade "on call" system and provision of emergency contingency plans.

Operational management of maintenance programmes including planned preventative maintenance

system, periodic maintenance and reactive maintenance.

Local management of energy utilisation, monitoring plant effectiveness and implementation of energy conservation schemes.

To undertake other duties commensurate with this grade of post, in agreement with the relevant line manager.

### **SERVICE DEVELOPMENT**

To ensure compliance with appropriate engineering standards, in order that suitable engineering systems are provided for NHS environments.

To support the Estate Managers in the development, implementation and audit of a range of programmes to ensure Planned Preventative maintenance systems are appropriate.

To provide high level technical advice on implementing a strategic programme to modernise a range of essential infrastructure systems, in partnership with in-house Design and Engineer Officers.

Establish cost effective solutions to maintenance problems whilst working to tight deadlines and consider budget restrictions and contribute to the departments agreed saving plans.

Contribute to the Capital planning process by assisting the Estate Manager in the development of a prioritised, long-term plant/infrastructure replacement programme.

To understand and advise on legislative standards and apply national guidance relevant to the appropriate maintenance function and demonstrate expertise in ensuring compliance with the standards.

To challenge in a positive manner current working practices and promote a culture of continuous improvement.

To ensure the Health Board's planned preventative maintenance programme is maintained at hospital site and relevant locality properties to ensure statutory requirements are met and patient services are supported. Develop monthly reports advising Estates Managers on compliance against agreed KPI's.

To minimise the Health Board's environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Help to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

To support the Estate Manager in analysis, reviewing and acting upon a range of Welsh Assembly Government issued operational standards in order to help deliver a fully compliant maintenance regime.

### **COMMUNICATION**

To develop excellent working relationships across all departments and within the Health Board to enable various staff groups to achieve agreement in operation service issues.

To develop and empower all members of your team to perform to high standards and innovate.



Develop staff knowledge and skills to promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality objective are included in PDR's.

Working in partnership and collaboration with our Statutory Compliance Team to ensure assurance and risk mitigation in all areas.

Develop a culture that ensures that the standards of Improving Working Lives and Investors in People are achieved and maintained for all staff and that staff's perception about their working lives are measured and improvements made.

Manage staff to ensure maintenance is undertaken efficiently, including under PADR's, initial assessment of facts and sickness reviews.

The post holder will discuss highly complex maintenance issues with NHS staff, suppliers, contractors and stake holders with regards to shut down arrangements for emergency repairs, planned maintenance schedules, contractor arrangements, that will impact across other services.

The post holder will present highly complex information to Maintenance staff within the Health Board.

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need to meet their KSF outline.

### **ANALYTICAL**

Ensuring timely and accurate reports are produced and submitted as requested either by the Head of Estates or Estate Managers.

The post holder will have a good working knowledge of the facilities management software.

The post holder will have a good understanding of Statutory Standards and maintenance within a health care environment.

To have a full range and significant experience of I.T. skills and systems to meet the needs of the services and to collate/present technical data for discussion at appropriate levels.

To manage staff in the appropriate use of the Health Board's I.T. systems adhering to the organization's policies, guidelines, and procedures.

### **PLANNING**

Support the Estates Manager and Head of Estates in the successful management of the day to day maintenance function's objectives and for ensuring these are focused on delivery of the required capabilities.

The post holder will be required to plan their own work and set objectives that are stretching but achievable for their staff.





Ensures maintenance implementation plans and all options are fully analysed, assessed and risks are fully understood and accepted by all involved parties. Where obstacles are identified work with partners to overcome and share learning on effective practice.

Identify areas for improvement in terms of compliance and efficiencies within the maintenance function and develop implementation plans.

Use knowledge of budgetary control and resource allocation procedures to ensure the maintenance management function are scoped, planned, implemented and financially evaluated.

The post holder will chair relevant meetings.

### **FINANCE**

Ensures that the ordering and procuring of workplace resources/consumables are undertaken effectively and in accordance with All Wales Procurement policies and procedures. To manage stock control and monitor procurement which delivers effective utilization and management of the budgets in delivering the service.

Manage and monitor the timely submission of time sheets and sickness records on weekly basis and to maintain statistical information as required. To include the approval of annual leave (via Health Roster and/or ESR), overtime, additional work, and on-call payments for staff.

Authorised signatory for orders and payments for maintenance supplies up to £5.000.

Responsible for developing and delivering minor works projects and an authorised signatory for approved budget.

To work within set budgets, without jeopardising statutory standards.

### **HEALTH & SAFETY AT WORK**

Attention is drawn to the responsibility of all employees to take reasonable care for the health and safety of themselves and other people who may be affected by their actions at work.

### **EQUAL OPPORTUNITIES**

Aneurin Bevan University Health Board is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

### **SAFEGUARDING**

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Health Board's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

### **SMOKING**

The Health Board operates a No Smoking policy.

## **MOBILITY**

Whilst the post holder will be based at Nevill Hall Hospital this is a Health Board wide appointment and travel around the Health Board may be required.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Health Board's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data protection Act 1998.

### **SUSTAINABILITY**

The Health Board attaches great importance to sustainability and Corporate Social Responsibility. It is therefore the responsibility of all members of staff to ensure that the Health Boards resources are used efficiently with minimum wastage throughout their daily activities.

### **DIGNITY IN CARE**

Aneurin Bevan University Health Board is committed to providing dignity in care for all our patients and service users across the Health Board.

All staff, workers, volunteers, students and individuals undertaking work experience/ shadowing, irrespective of the role they specifically undertake, are required to adhere to Aneurin Bevan University Health Board's vision, values and professional standards. This also involves working with and alongside colleagues and partners, demonstrating a duty of candour (i.e. honesty and straightforwardness), openness and accountability in order to achieve high quality and the best possible care outcomes for our patients, service users and the local community.

### **INFECTION PREVENTION AND CONTROL**

The Health Board is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees must attend Infection Prevention and Control training as required for their post. Employees must be familiar with and comply with Infection Prevention and Control policies available on the Intranet.

### **JOB DESCRIPTION**

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

## **PERSON SPECIFICATION**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	Professional knowledge acquired to Masters degree level or equivalent  Management/supervisors studies  Served a recognised apprenticeship	Training in Health & Safety  Membership of professional organisation  Evidence of CPD  Specialist knowledge acquired through courses and or experience	Application form and preemployment checks
<b>Experience</b>	Experience in building services/maintenance  Appropriate work experience  Freedom to act to their own ability and on behalf of the Health Board	Working within the NHS  Involved in project management	Application form and interview
<b>Aptitude and Abilities</b>	Able to work on own initiative and prioritise own time and plan workload  Ability to work under pressure and to tight deadlines  Able to work as part of a team Well-developed interpersonal skills  Enthusiastic and self-motivated Takes responsibility for own learning and development and maintains professional standards  PC literate including working knowledge of Microsoft applications	Presentation skills Excel and data analysis skills  Preparation of reports  Financial control systems  Able to contribute in a team environment Creative, problem-solver Ability to speak Welsh	Interview

<b>Qualities</b>	<p>Good communicator</p> <p>Available for out of hours working</p> <p>Ability to travel to meet the requirements of the post</p> <p>Puts Patients first</p> <p>Works in collaboration with</p>	<p>Own transport</p> <p>Self motivated</p> <p>Customer focussed</p> <p>Ability to get on with people</p>	<p>Application Form and Interview</p>
	colleagues as part of a team		
<b>Other</b>	<p>Some travel required within the Health Board footprint</p> <p>Able to work hours flexibly</p>		<p>Application form and interview</p>



## **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to cooperate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient

health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service

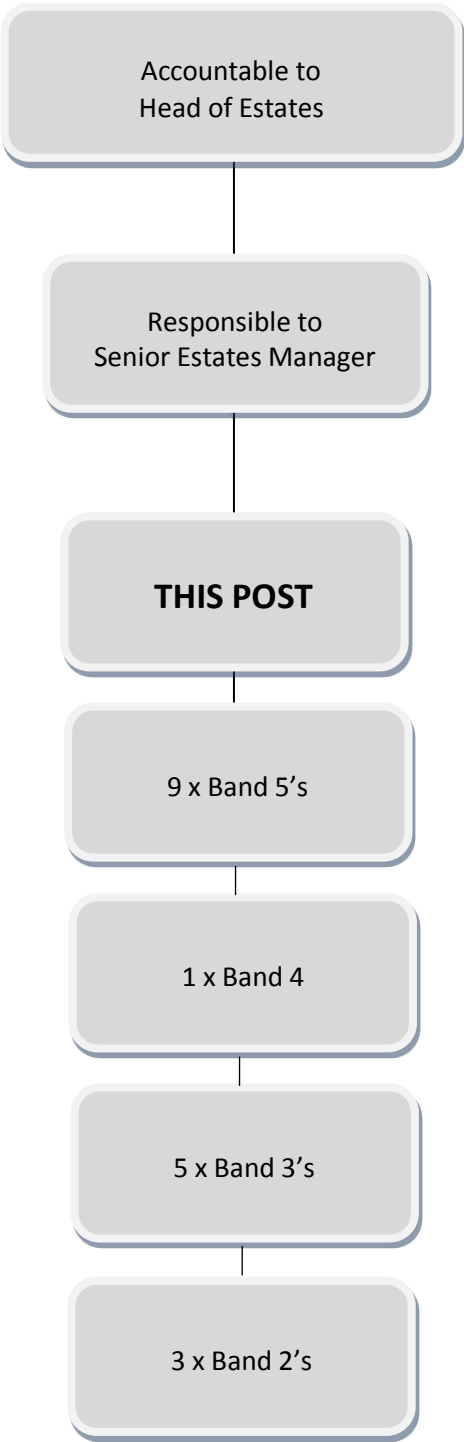


users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

ORGANISATIONAL CHART



**Job Title: Estates Officer**

**Supplementary Job Description Information**

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Visiting variant locations for meetings requires physical effort. Sitting at desk during periods of data analysis.	3 to 4 times a week minimum	30 minutes	

**Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Assimilating data and legal guidance which may involve a number of hours of concentration during a working day	2 to 3 times per week	Up to 2 hours	This will vary but is a key part of this role
Tenacity in managing and monitoring performance and specifications which colleagues may not prioritise. This requires the post holder to continue to pursue conversations and meetings towards deadlines.	3 to 4 times per week	Up to 4 hours	This will vary depending on the critical services and how vital the service is to the Health Board

### Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The Estates Officer will be required to remain positive and also to be able to have resilience when managing contracts during non-performance, often requiring them to have difficult conversations.	1 to 2 times	1 hour	This will vary and may require sustained periods of emotional effort during periods of non-conformance by a contractor.

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per day / week / month?	For how long?	Additional Comments
Office-based and home-based. Continuous use of VDU equipment/laptop.	Up to 7.5 hours per day	Weekly	This will vary depending on the role as there will invariably be a mix of meeting colleagues / onsite testing and deskbased work.
Required to be independently mobile.	Up to 7.5 hours per day	Weekly	This will vary depending on the role as there will invariably be a mix of meeting colleagues / suppliers and desk-based work.

