



## ESTATES MANAGER (OPERATIONS)

### 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.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# 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

<b>Job Title</b>	<b>Estates Manager (Operations)</b>
<b>Band</b>	<b>Band 7 (subject to AfC job evaluation)</b>
<b>Directorate</b>	<b>Director of Corporate Services</b>
<b>Accountable to</b>	<b>Estates Sustainability and Compliance Manager</b>
<b>DBS Required?</b>	<b>No</b>

## JOB PURPOSE

To be responsible for monitoring and managing the compliance against current and forthcoming equality, health, safety, environmental and other estates-related statutory and mandatory legislation and DH guidance, of the hard FM estate, infrastructure, specialist services (water, energy, waste, medical air / gases), recording / documentation systems, Policies and staff training. This may include Medical Engineering Services (MES) as part of future service development.

To act as Executive Secretary for the various Estates H&S, Risk and HTM Specialist Committees, ensuring timely collation and preparation of papers. To provide regular assurance reports for Trust Committees including the Infection Prevention Committee, Operational Risk Group and the Health, Safety, Security and Fire Committee.

To be act as the Trust's Responsible Person for asbestos plus other AP duties as agreed.

To coordinate the Trust's implementation of the Premises Assurance Model (or similar) and ensuring the accuracy and auditability of data held within CAFM systems, asset registers and departmental IT systems. To be the primary point of contact for staff (and relevant external bodies) requiring advice on Estates-related compliance within the Trust.

To support and drive the Lord Carter productivity and efficiency improvement initiative for Estates by producing performance reports and, supporting and encouraging a continuous improvement approach.

## MAIN DUTIES AND RESPONSIBILITIES

### *Responsibility for staff:*

1. Line-management responsibility for the Estates Systems Analyst and IT Apprentice.
2. To implement agreed performance review and objective setting measures, including all staff development and training needs.
3. To undertake first line sickness, disciplinary and grievance meetings in accordance with the Trust policies and procedures.
4. To promote a positive employee relationship environment, communication and involvement.
5. To actively promote compliance with Trust Values within the team.

### *Responsibility for patients/clients:*

- No direct patient contact.
- Estates and MES services have a direct impact upon patients and the post holder's duties are an integral part of this service. The post holder is expected to act in accordance with Trust Values and to put the patient first in all activities.

### *Responsibility for resources:*

- To work with the Estates Business Operations and Sustainability Manager and with finance colleagues, to agree service and financial objectives, in the budget setting process and in annual budget forecasts for the areas under control.
- To work with colleagues to achieve cost improvement targets and Lord Carter efficiency improvements, for relevant areas of work, ensuring that appropriate monitoring and review measures are in place.
- To lead on some compliance projects (mainly IT systems-based and waste related).

### *Responsibility for Administration:*

- To be responsible for maintaining the departmental Risk Register, the asbestos register and other compliance registers (within a CAFM system), updating risk assessments as required, in conjunction with the Estates Management team and the Trust's H&S team.
- To oversee the use of the monitoring / evidence databases or other systems (e.g. CAFM / Asset

Register / Premises Assurance Model / IT systems) and to ensure that these are fit for purpose, highlighting any deficiencies and acting as lead for development (using project management methodology), of these systems.

- To ensure the accuracy and auditability of data therein, to automate processes where possible, and to use the data to improve efficiency and productivity.
- To use the aforementioned systems to provide regular assurance reports for Trust Committees including the Infection Prevention Committee, Operational Risk Group and Health Safety Security and Fire Committee.

*Strategic and Service Responsibilities:*

- To identify the current and forthcoming equality, health, safety, environmental and other estates-related statutory and mandatory legislation, DH Guidance and NHS Alerts, appertaining to the hard FM estate, infrastructure, specialist services (water, energy, waste, medical air / gases), recording / documentation systems and staff training and, to bring these to the attention of appropriate managers. This may include Medical Engineering Services (MES) as part of future service development.
- To be responsible for monitoring and managing compliance of the Estates function, against the aforementioned legislation, DH guidance and NHS Alerts. Compliance shall be monitored through arranging audits by Authorised Engineers etc. and by use of the Premises Assurance Model (or similar) and CAFM systems to hold data and produce reports.
- Develop, monitor and review (in conjunction with the Estates Business Operations and Sustainability Manager and, Estates Operational Managers) all Estates-related Policies and Procedures in terms of compliance with Statutory Regulation and DH requirements (Guidance Notes / Technical Memoranda).
- Work closely with H&S Managers, Governance managers and Estates Managers to ensure that requirements for clinical and non-clinical compliance are integrated into the estates function, and vice versa, where relevant.
- Work with the Trust's Emergency Planning Resilience Officer and Estates Management to ensure that Estates Business Continuity plans, are current, valid and that they meet legal requirements.
- To assist the Estates Business Operations and Sustainability Manager with the co-ordination and development of operational plans and systems to ensure adequate and robust monitoring and evidence collation relating to compliance issues.
- Work with Estates Managers to ensure that statutory and mandatory appointments (e.g. Authorised Engineers (AEs) and Authorised Persons (APs) are in place and that associated duties, including required audits are discharged.
- To agree, develop and undertake a programme of internal audits / verification, to ensure compliance evidence can be validated.
- Lead on the Trust's implementation of the Premises Assurance Model (or similar) and undertaking a programme of internal compliance audits / evidence verification.
- To ensure that Condition Surveys (and a concurrent financial review) are undertaken on a rolling 5-year basis (20% each year). To utilise 6-Facet surveys for budget planning and scheduling, regarding compliance issues.
- To assist the Estates Managers in attaining and / or annual verification of Quality Management certification.

### *Areas of Specialism:*

- To act as Responsible Person for asbestos plus other AP duties as agreed.
- To make detailed recommendations for inclusion of non-compliance matters on the appropriate Risk Register and to develop annual budget forecasts for associated work.
- To work with Estates Operational Managers and Assistants to manage implementation of any compliance audit recommendations / actions through effective monitoring, progress chasing and assurance reporting using the Micad, 4Risk and Datix systems and project management methodology to achieve compliance.
- To work closely with Estates Operational Managers and Assistants and also the Capital Projects managers to ensure that all estates activity (including the content of PPM worksheets and the PPM activity schedule) is compliant with statutory regulations, DH Guidance (and others, as relevant).
- Work closely with Estates Managers on external contract specifications, ensuring that contract documentation includes clauses to ensure compliance, and suitable KPIs to enable measurement and verification.
- Responsibility for monitoring waste management compliance across the Trust, being the primary point of contact for staff requiring advice, ensuring that the documentation relating to waste management is adequately maintained and, producing training materials and providing training as required.
- To advise and support Estates Managers on the requirement for staff training (including advising on producing training matrices), thereby supporting and contributing to a compliant Estate and healthcare environment. To provide advice and assist with producing training materials and providing training to clinical and non-clinical staff in compliance-related subjects.
- To undertake investigations into issues of non-compliance and complaints and, to work with relevant managers within Estates and other departments (clinical and non-clinical) to identify reasons for these and, to manage, monitor and close-off such incidents.
- To produce data and reports for Datix and FoI (or other mechanisms of reporting) relating to compliance and, to manage, monitor and close-off such incidents.
- To ensure that statutory inspections and audits are planned and scheduled and that subsequent reports are reviewed with appropriate action plans produced by responsible persons. To monitor and report upon such action plans, including managing towards closure.
- To produce monthly and *ad hoc* reports on all areas of compliance for departmental and Trust Committees e.g.: Estates H&S Committee, Operational Risk Group, Datix incidents, Infection Prevention & Control and, the Health, Safety, Security and Fire Committee.
- To collate evidence and produce reports as required by NHS Resolution or others, for matters relating to Estates compliance.
- To produce estates operational productivity reports as required, in conjunction with the Estates Systems Analyst.
- Compliance areas to be included (this is not an exhaustive list – and is subject to change):
  - Decontamination
  - Water safety (legionella, pseudomonas)
  - Electrical safety (LV and HV)
  - Energy services

- Waste services (clinical, domestic and hazardous)
- Specialist and general ventilation and air conditioning
- Asbestos
- LOLER
- PUWER
- Contractor Access Control (including RESET)
- Natural gas
- Medical gases
- Pressure systems
- Healthcare waste management
- Premises Assurance Model
- CAFM Systems - e.g. MiCAD, Real Asset Management (RAM), Premises Assurance Model
- Equality Act
- Confined spaces
- Working at Height

#### *Organisational Skills:*

- To support the Estates Business Operations and Sustainability Manager with the development of the service in collaboration with appropriate members of staff and to ensure that service provision matches agreed standards.
- To ensure the most appropriate and effective use of resources (including planning own work), taking into account competing priorities and performance targets.

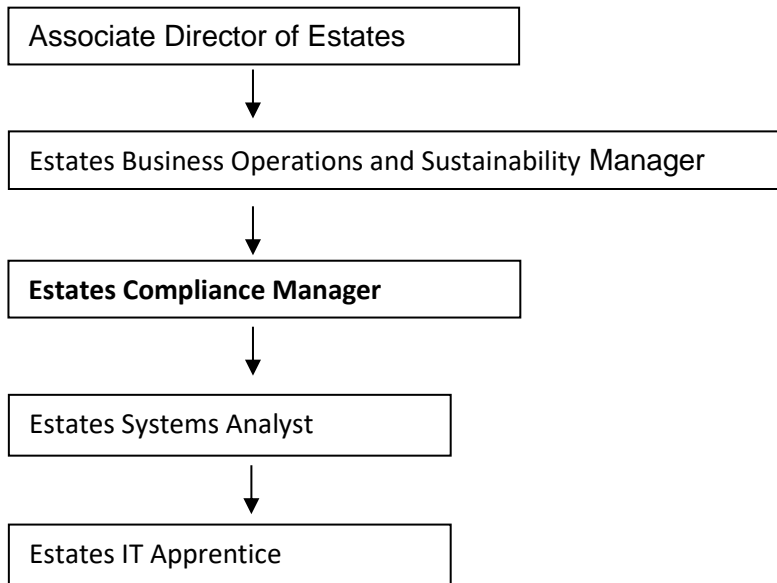
#### *Communication and Working Relationships:*

- To work with a degree of autonomy, reporting as required to the Estates Business Operations and Sustainability Manager.
- To be accountable for decisions affecting the services under control, in liaison with the Estates Business Operations and Sustainability Manager.
- Representing the Estates Business Operations and Sustainability Manager as deemed appropriate.
- To maintain effective systems of communication, written and verbal, formal and informal, across the Trust and externally, in relation to area of work, at a variety of forums – individuals or small groups comprising all levels of an Organisation. The information may be complex, contentious or sensitive and there may be significant barriers to acceptance or understanding.
- To ensure clear and accurate promulgation of instructions and information.
- Facilitate timely communication and co-operation within the team, the department, the wider Trust and, with external organisations and, to ensure access to professional knowledge.
- To work with a broad range of stakeholders, including HSE (via the Trust's H&S Team), H&S, Estates

staff and managers, Care Groups, Clinical Site, Ward, Departmental and Nurse Managers, external service providers and Contractors on-site and at formal meetings.

- To act in accordance with the Code of Conduct for NHS Managers.
- To ensure that confidentiality is maintained at all times in accordance with the Trust's Confidentiality Policy.

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

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Significant experience of a large Estates operation.</li> <li>Experience of building and engineering services, preferably in an NHS Estates environment.</li> <li>Knowledge of Estates compliance recording systems.</li> <li>Experience of working as a Compliance Manager in a highly complex organisation.</li> <li>Working knowledge of Health &amp; Safety in an Estates environment and also of DH Guidance e.g. Healthcare Technical Memoranda and</li> </ul>	<ul style="list-style-type: none"> <li>Experience of CAFM systems.</li> <li>Specialist knowledge and experience of Healthcare Waste management.</li> <li>Knowledge of management of budgets and SFIs in the public sector.</li> </ul>

<ul style="list-style-type: none"> <li>• Health Building Notes.</li> <li>• Able to deal with multiple highly complex issues, data manipulation and interpretation. The ability to present such information in an understandable format.</li> <li>• The ability to remain calm and confident in potentially confrontational environments.</li> <li>• Team Player.</li> <li>• Committed to Continuous Professional Development.</li> <li>• To demonstrate behaviours in line with Trust Values.</li> </ul>	
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## SKILLS

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

empowering approach <ul style="list-style-type: none"> <li>• Ability to self-manage workload.</li> </ul>	
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## OTHER

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

## 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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





## 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