

# JOB DESCRIPTION

## ESTATES, FACILITIES & DEVELOPMENT DIRECTORATE

**JOB TITLE:** Business Information Support Officer

**BAND:** 3

**ACCOUNTABLE TO:** Director of Estates, Facilities & Development

**REPORTS TO:** Business Information Manager

### OUR VALUES

#### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

#### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

#### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

#### JOB SUMMARY:

Provide and maintain support to the Business Information Manager, with a key role in the maintenance of accurate estate information. Acting as a point of contact for the updating of 'estate space' including its occupancy and use in support of the submission of accurate annual ERIC return data.

You will also be expected to support the Business Information Manager

and the appropriate key senior operational estates Officer in the maintenance and upkeep of additional Estates databases such as, Asbestos Register (Micad), Fire Compartment Integrity (BORIS), Compliance (Micad), backlog Maintenance database (Facets 1 – 6), Equality Survey data and any other databases as directed by the Business Information Officer.

You will be expected to provide reports for committees or other adhoc requests to key senior operational Estates Officer as directed.

## **KEY FEATURES OF THE ROLE**

- Provide database management and support to the Business Information Manager
- Provide good knowledge of information reporting to a range of end users with area of reporting responsible for.
- Use Micad, BORIS and other databases to deliver the required level of support to the senior officers of EF&D.
- Manage the databases on a day to day basis.
- Investigate internal & external queries with regards to estate information and statutory returns in areas responsible for.
- Manage the database for backlog maintenance and all other six facet information sources of information for the Trust, Commissioners and Department of Health, bringing together Estate information, occupancy statistics, estate usage (clinical/non-clinical) and other information to monitor Trust performance against targets that underpin the Key Performance Indicators.
- Contributes towards the annual Estates Reporting Information Collection (ERIC).
- Undertake regular complex analysis of information to ensure consistent and accurate reporting of operational/business activities.
- Maintain an advanced working knowledge of the following software applications: Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft Power Point, Internet Property Register (Micad), Photo Shop and Auto CAD.
- Investigate and develop management information reporting using the latest analytical and statistical methodologies and toolkits that are available
- Provide high quality information on an ad hoc basis to tight deadlines.
- Routinely undertake data-quality checks to ensure high level accuracy of data.

## **KNOWLEDGE AND SKILLS**

### **1. Communication and Relationship Skills**

- Routinely provides, receives, analyses and interprets complex, sensitive and contentious information. E.g. estate space data, technical compliance data fire compartment integrity, Asbestos information. Has to use persuasive and negotiating skills to overcome barriers to understanding, within the organisation, to obtain agreement.
- Work closely with the Estates operational teams on mutual solutions to information management and use.
- Liaise closely with Business Information Manager in relation to the provision of complete, accurate and timely information, e.g. estate data, occupancy data, backlog information data, etc.
- Develop collaborative partnerships and effective working relationships with staff and key estates operations staff in order to inform on the planning and development of services.
- Communicates analytical matters to non-analytical professionals.

- Communicates any issues to the Business Information Manager as and when necessary.

## **2. Knowledge, Training and Experience**

- Knowledge and understanding of NHS data definitions/standards particularly in relation to national reporting requirements in areas responsible for, acquired through formal training or experience to diploma level equivalent.
- Good knowledge of data quality in relationship to information standards.
- Sound project management skills and experience
- Highly developed knowledge and experience in analysis of complex data to produce meaningful management information to aid decision making within own area of specialism (e.g. estate rationalisation, space utilisation, backlog investment targets and business information).
- Good knowledge and experience in using the Internet Property Register (Micad) and BORIS software to an advanced level in order to input and analyse data.
- Have an understanding of the estates technical terminologies, in particular plant, system and key asset information.
- Knowledge and understanding of the use of the estate and the delivery of Estates and Facilities services in order to develop meaningful end user systems with the facility for appropriate data collection and provision.

## **3. Analytical Skills**

- Routinely analyses and interprets problems, which require the analysis, interpretation and comparison of a range of options. Investigating anomalies and raising the issues with the Business Information Manager as appropriate.
- Required to manage data sets to support operational targets reporting.
- Required to liaise with multiple parties, to gather and communicate management information relating to both standard reports and national uploads.
- Maintains up to date knowledge of NHS data definitions/standards and attend training as appropriate and uses this knowledge to advise users on data definitions and standards.

## **4. Planning and Organisational Skills**

- Manage a complex workload, which may be on-going and requires the assessment and readjustment of plans/strategies.
- Assist the Business Information Manager with the implementation of long-term strategic plans of the Estates, Facilities and Development Directorate and continually improve ways of working.
- Be able to balance and prioritise conflicting deadlines between routine work and deal with urgent ad hoc requests on a daily basis from both internal and external agencies.
- Takes corrective action as required on a daily basis.
- Be able to work to tight deadlines and deal with ad hoc requests for information on a daily basis.

## **5. Physical Skills**

- Adhere to Trust policy in relation to lifting and handling.
- Day to day use of standard keyboard skills.
- Management and use of hand held technology devices

## **RESPONSIBILITIES**

### **6. Responsibilities for Patient/Client Care**

- Incidental, irregular contact with patients while working in clinical locations, including A&E, Operating Theatres, Wards and Critical Care areas.
- Assist patients and clients during incidental contacts

### **7. Responsibilities for Policy and Service Development**

- Required to maintain knowledge across a wide range of information standards/technologies and skills and utilise that knowledge to develop and implement data collection/reporting processes within own area of expertise.
- Responsible for adhering to guidelines and data standards/definitions in relation to own area of reporting expertise e.g. estate management, backlog maintenance, business delivery, etc.
- Responsible for following trust policy and procedures.

### **8. Responsibilities for Financial and Physical Resources**

- Assists the Business Information Manager in the formulation of the resource plans in relation to the Information Team.
- Responsible for the procurement of equipment and materials within the team and to support IT developments and sustainability.
- Observes personal duty of care in relation to equipment and resources used in course of work.

### **9. Responsibilities for Staff/HR/Leadership/Training**

- Demonstrates activities and work routines to others in own work area.
- Provide support and training to colleagues who are less experienced within specialist areas.
- Understand and work within remit of the Trust Confidentiality Policy.
- Work within Trust Policies and Procedures.
- Attend appropriate training courses as identified in the appraisal process and complete mandatory training as appropriate.

### **10. Responsibilities for Information Resources**

- Required to set up reports for information users and design solutions both for routine and ad hoc information requests.
- Adapt and develop information reporting within own work area to meet end users' requirements .e.g. Micad Appraisals module, Micad Costing Module, IPR system, Estate Terrier, BORIS and the Estates CAFM
- Use of IM&T software skills in the design, construction, implementation and maintenance of reports in order to analyse data.
- Good knowledge and experience in using software packages e.g. Microsoft Excel, to an advanced level in order to develop data collection systems and analyse data.
- Advise services and staff on the best use of existing information systems within own area of specialism.

### **11. Responsibilities for Research and Development**

- Undertakes regular audits/surveys with regard to estate occupancy, use and site measurements to aid the development of CAD floor plans, critical to the Internet Property Register (Micad).

- Assist the directorate with the production of appropriate and accurate data to support investment plans, business improvement and strategic decision-making.
- Routinely assist in adapting systems to meet changing needs.

## **12. Freedom to Act**

- Required to plan own workload, using own judgment to define day-to-day work priorities.
- Works within departmental procedures, work is checked on a regular basis

## **EFFORT AND ENVIRONMENT**

### **13. Physical Effort**

- Frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time e.g. site surveys, installing occupancy sensors, etc.
- Combination of sitting, standing, walking, frequent computer use

### **14. Mental Effort**

- Concentration required for checking documents, writing reports and protocols and analysing statistics
- Work flexibly to meet the needs of the service.

### **15. Emotional Effort**

- Occasional exposure to distressing or emotional circumstances when undertaking site surveys.

### **16. Working Conditions**

- Occasional exposure to unpleasant working conditions, inclement weather, etc.
- Travel between sites and to venues outside the Trust as and when required.
- Predominantly exposed to normal office conditions using a VDU most of the day.

## **HEALTH AND SAFETY**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.



You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

### **INFECTION CONTROL**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee, you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

### **SUSTAINABILITY**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

### **SAFEGUARDING**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

*This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.*

# Person Specification

**JOB TITLE:** Business Information Support Officer

**DEPARTMENT:** Estates, Facilities & Development – Information & Governance

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/Qualifications	<ul style="list-style-type: none"> <li>Educated to Diploma level standard or demonstrable equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of property management, building, engineering or asset and facilities management.</li> <li>NVQ Level 3 Business Administration or acquired equivalent experience</li> </ul>	
Knowledge, Training & Experience	<ul style="list-style-type: none"> <li>Evidence of expertise and knowledge acquired within an NHS estate environment.</li> <li>Experience of working under pressure with potentially conflicting demands and the need to prioritise and manage own workload</li> <li>Experience of data analysis and interpretation in an Estates and Facilities environment.</li> <li>Advanced software skills particularly in Microsoft Excel.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of understanding of estates terminology.</li> <li>Working knowledge of Estates software systems</li> </ul>	
Communication and Interpersonal Skills	<ul style="list-style-type: none"> <li>Excellent communication skills.</li> <li>Effective organisational and time management skills.</li> <li>Ability to advise users on data definitions and standards within own area of specialism.</li> <li>High level awareness of data quality and its importance in delivering high quality information.</li> <li>Ability to use own initiative, without the need for approval/supervision.</li> <li>Awareness of Trust policies, particularly in relation to Data Protection and Confidentiality &amp; Security.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	
Special Attributes and other	<ul style="list-style-type: none"> <li>Ability to multi-task and work flexibly</li> <li>Ability to work both in a team and independently.</li> <li>Ability to problem solve</li> </ul>		

	<ul style="list-style-type: none"> <li>• Ability to cope with large and varied workloads and to prioritise activities according to tight deadlines, while dealing with frequent interruptions</li> </ul>		
Other Requirements	<ul style="list-style-type: none"> <li>• Creative and solution orientated.</li> <li>• Drive, enthusiasm, commitment and resourcefulness.</li> <li>• Diplomatic, persuasive and influential.</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving license and/or access to personal transport as will be required to work across sites.</li> </ul>	



# Organisational Chart

**JOB TITLE:** Business Information Manager

**DEPARTMENT:** Information & Governance, Estates

