JOB DESCRIPTION

**ESTATE DEPARTMENT**

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| JOB TITLE | **Estate Operational Manager** |
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| GRADE | **Band 7** |
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| LOCATION | **Dewsbury & District Hospital** |
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| RESPONSIBLE TO | **Senior Operational Manager** |
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| ACCOUNTABLE TO | **Head of Estate: Operational** |

**JOB PURPOSE**

The postholder will be responsible to the Senior Operational Manager for the full range of operational Estate maintenance & services in all the designated Hospital Properties, ensuring that the Trust complies with all relevant regulatory and advisory frameworks, Health Technical Memoranda (HTMs), technical guidance and good professional practice. The service includes management of waste collection.

1. **Professional**

* To write departmental and implement Trust wide/departmental policies, procedures and guidelines
* Maintain a professional appearance in line with the Trust dress code
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the post holder, maintaining the public confidence
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person they come into contact with in the course of their business
* Uphold the privacy and dignity of the patient and respect the equality of patients at all times

**2. Key Responsibilities**

* The post holder will, in conjunction with the Estate Operational Manager (Mechanical/Electrical) manage all Estate Supervisors, Directly Employed Labour (DEL) and Specialist Contractors to provide an effective Estates Service and ensure a safe and pleasant environment for patient care where practicable.
* The postholder will provide a proactive role in ensuring the department achieves and maintains ISO9001 accreditation
* The postholder will provide technical expertise in their core discipline to the Senior Operational Manager, Estate Officers, Supervisors, DEL and Contractors as required
* The postholder will manage all resources delegated to them to ensure a value for money, quality service is provided in support of the delegated budget holder
* They will also assist and act in support of capital projects and will be required to carry out minor works projects from conception, through control, to completion
* The postholder will develop, implement operational procedures/policies and safe systems of work both at DDH and Trust wide as required including liaison with user departments
* The postholder will liaise with external agencies as required, i.e. Environmental Agency, HSE, etc.
* The postholder will act as Responsible/Authorised Person for designated functions, i.e. LV Systems, Electrical Work Regulations, Lifts, Medical Gas, Ventilation etc.
* They will be responsible to the Senior Operational Manager for operating, maintaining and developing the BMS System including changing programmes and parameters to meet Service/Estate changes

**DUTIES AND RESPONSIBILITIES**

* The provision of operational estate maintenance and services
* To work in conjunction with the Risk Manager and Estates Managers to ensure the Mid Yorkshire Hospital NHS Teaching Trust (MYTT) *and its satellite* sites comply with all regulatory and advisory frameworks, HTM and technical guidance and good professional practice as far as possible
* To ensure at all times leadership with clear lines of instruction and responsibility commensurate with the post and to manage and delegate duties ensuring their effective delivery
* Manage the sickness and disciplinary processes in line with Trust policies.
* Responsible to implement an on-going program of change and improvement that ensures a quality orientated value for money Estate service is provided to the Trust
* Advises and assists the Service and Quality Manager on initiatives to consolidate and improve quality and proactively works towards implementing and maintaining the department’s ISO9001 accreditation by ensuring that all operational services are delivered in-line with, or better than the relevant sections of the ISO9001 Quality Management System
* Develops, implements and maintains systems of monthly audit for service records and demonstrates asset performance. Ensures all follow up action has been completed and that all services and readings related information is correctly provided, determined and filed. All omissions to be reported to the Senior Operational Manager for corrective action to be taken
* Participates in all Environmental Health, Hygiene Inspections and Matron visits and follow through and corrects all Estates items & faults relating to Environmental Health within designated timeframes
* Consults based on an open information policy with local Trade Union representatives and safety representatives on all issues effecting site based staff and services
* Surveys, monitors and records as required the on-going condition of all sections of the engineering installations and services and present this information highlighting trouble areas to the Senior Operational Manager to support the development and maintenance of the Risk Register and Treatment Schedules.
* Participates in the collation and preparation of information in relation to Backlog Maintenance on an annual basis to ensure the clarity, relevance and consequential effects of the information.
* Seeks to establish and update a good understanding of mechanical, electrical, building systems and associated building services within the base site and across the Trust.
* Responsible to the Senior Operational Manager for ensuring Controls Assurance Standards systems and processes are developed, implemented and then maintained by the operational service. Reviews and reports regularly and ensures that all deviations are reported to the Risk Manager for corrective action to be taken.
* Utilises internal and external audit agencies on a bi-annual basis to validate services and performance reading results contained in the critical asset filing system and for ensuring all identified deficiencies are rectified within appropriate timeframes.
* In conjunction with the Other Estates Managers/Officers ensures a coordinated direct works staff including supervisory staff, contractors and specialist staff.
* Ensures that the post holder and all subordinate staff operate in line with and comply with the Trust’s issued and adopted policies and procedures.
* Responsible to the Senior Operational Manager for identifying and bringing forward the personal development needs of staff under their control in-line with the principles of Investors in People.
* Actively contributes to the implementation, review, correction and maintenance of ISO9001, HCS and IiP accreditation.
* On behalf of the Senior Operational Manager undertakes the lead responsibility for operating and managing the site based utilities including consumption, levels and associated expenditure ensuring that it is maintained within agreed allocations and matches national averages.
* To work proactively with the Trust’s Health & Safety Manager to continually improve health and safety performance.
* To manage the workforce planning service that ensures engineering and building works are planned and delivered within agreed service delivery profiles and time frames as detailed in the workforce planning portfolio to meet the needs of Wards and Departments. Ensures a fully coordinated service delivery with cross trade integration. Advises of support needs and improvements.
* Ensures that all emergency work reported via the Estate Help Desk is actioned and completed within agreed timeframes per category of fault/service need as detailed within the Workforce planning portfolio.
* The post holder will be required to gain a high degree of understanding and a level of competency regarding the operation of the relevant sections of the Information System. The Business & Performance Manager will ensure the system is effective and available and can be used to best effect in support of delivering the operational Estate service to the Trust.
* The post holder will provide a key supportive, but participative role in the use and application of the Information System.
* Undertakes the role of Authorised Person as set down in the Hospital Technical Memorandums and appropriate regulatory and advisory compliance frameworks. These areas will be identified and agreed in writing after appropriate training has been provided and updated, e.g. LV Electric, Medical Gases, etc.
* Ensures by regular monitoring that the directly employed workforce does not contravene the Working Time Directive unless authorised.
* Implements and manages all delegated agreed and detailed cost improvement programmes.
* In partnership with the other Estates Officers and managers in other disciplines take an active role in pursuing energy conservation. Advises on energy consumption and implement agreed corrective or improvement measures.
* Supporting in developing the service contract specifications and managing service contractors.
* Manages the operational services utilising best practice to enable Estate related risks to be eliminated, managed or minimised to patients, visitors and staff of the Trust. Seek to ensure a risk free environment across the site.
* Responsible for ensuring that building and engineering work is carried out to a satisfactory professional and technical standard and in accordance with Trust & National Policies and good practice.
* Responsible for monitoring the operation of engineering plant and services ensuring conformity with national standards of mechanical, electrical and building safety.
* Through professional involvement and technical literature seek to keep up to date with all engineering and building developments relevant to the service needs.
* Undertakes a lead role/roles in ensuring the Trust continues to proactively work towards compliance with all relevant regulatory and advisory frameworks, Hospital Technical Memorandum and for delivering documented action plans within agreed time frames.
* Works in partnership with the Service and Quality Manager providing technical support in relation to supporting the development of stronger quality management systems.
* Liaises with Ward Managers/Heads of Departments on all matters relating to their service needs and the Estate and engineering support required.
* In conjunction with the Governance and Compliance Manager prepares and maintains contracts and disseminates HTMs, Policy and Legislation Documents.
* Ensures that all Service Level Agreements (SLAs) are actioned in accordance with the requirements of the Workforce Planning Portfolio and specific agreements.
* Establishes and maintains a robust communication forum with subordinate staff.
* To participate in the Estate on-call rota.
* These duties are not exhaustive and other duties can and will be allocated by the Estates Operational Manager with due allowance for the overall workload and professional skills.
* ON CALL DUTIES: The postholder will take part in a site based on call system requiring availability out of hours.

**3. Resources and Finance**

* Critically examine working practices within the department to identify cost improvements and effective measures, develop and implement action plans
* To maintain the record of premium rate activity on the definitive list
* To validate all claims for premium rate work against the relevant record in the definitive list
* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and minimal cost

**4. Organisational Responsibilities**

* To maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.
* Attends a fire lecture or undertake the computer based fire lecture at least once per year (recurring).
* Keeps professionally up to date/undertake CPD as appropriate
* Whilst the post is based at Dewsbury the Postholder will on occasions be required to work in any of the three key sites within the Trust.
* In carrying out their duties the Postholder must promote equality of opportunity and take every opportunity to eliminate race discrimination and any other forms of discrimination, bullying or harassment.
* The Postholder is responsible for taking reasonable care at all times with regard to themselves as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the Postholder in accordance with the Trust’s policies or Health & Safety at Work.
* All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:
* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy
* Attending all mandatory safeguarding training in accordance with their role
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns
* These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post.

**5. Personal Responsibilities**

* The post-holder is responsible for taking reasonable care with regard to themself as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work.
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* To be able to function as a senior manager in a professional and technically sound and creditable manner at all times in a way that inspires confidence and professional standing.
* To undertake in-service training relevant to the post.
* Comply with Trust Policies and Procedures.

**6. Area of work**

* The post holder will be required to undertake training events at any site across the trust
* The post holder may be required to work on other wards/ department within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other wards/departments

**7. Staff Development, Training and Education**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan
* If the post holder feels they are not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity

**8. Health and Safety**

* Work in accordance with Health and Safety regulations at all time
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer
* Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopted a “bare below the elbow policy” in January 2008. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patient’s own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder. This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

##### **Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

# Smoke Free Policy

The Mid Yorkshire Teaching Hospitals NHS Trust has a Smoke Free Policy

Smoking is not permitted: -

1. Inside any building owned or used by or in areas used by Mid Yorkshire Teaching NHS Trust staff in buildings shared with other organisations
2. In the grounds and car parks of premises of The Mid Yorkshire Teaching NHS Trust
3. In the entrances of any The Mid Yorkshire Teaching NHS Trust buildings
4. In the immediate areas outside The Mid Yorkshire Teaching NHS Trust
5. In vehicles owned or leased by The Mid Yorkshire Teaching NHS Trust

Staff are not permitted to smoke whilst in uniform and/or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service

**WYAAT**

The Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for The Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual Trust supports that ambition.

MID YORKSHIRE TEACHING HOSPITALS NHS TRUST

**PERSON SPECIFICATION**

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| **POST TITLE: Estate Operational Manager** | **POST REF. C9377-SITE-0160** | **LOCATION: Dewsbury & District Hospital** |

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| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | * Degree or HNC + endorsements or equivalent experience in Engineering & Management * Specialist qualifications to Authorised Person level in a relevant engineering discipline e.g. Medical Gas Systems, Low Voltage Systems, Pressure Systems | * Possess or be prepared to study for an NVQ LEVEL 5 Management Qualification | * Application * Certificates |
| **Experience** | * Significant demonstrable engineering experience within a large Estate function or its equivalent * Demonstrable management experience in complex engineering and operational services with a demonstrable track record of success | * Previous experience in a large acute hospital(s) * Previous experience of contributing to operational decision making | * Application * Interview |
| **Knowledge & Awareness** | * Knowledge of technical developments and trends in Estates Management * Broad understanding and awareness of financial procedures and statutory regulations | * Experience in management of change | * Application * Interview |

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| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Skills and abilities** | * Excellent oral and written communication * Established and demonstrable team building ability * Ability to work in close cooperation with other disciplines * Ability to work under pressure * excellent computer literacy skills | * Effective interpersonal and influencing skills * Negotiating skills * Capital Planning skills | * Application * Interview * References |
| **Personal Attributes** | * Self-motivator who displays drive and persistence * Adaptable and flexible according to the demands of the service |  | * Application * Interview * References |
| **Other Factors** | * Ability to satisfy Occupational Health screening * Understanding of the need to maintain confidentiality * Experienced in flexible working * Availability outside of normal working hours |  | * Interview * OH Screen |