CAJE REF CYM/Wales/2023/0037

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# JOB TITLE Estates Operational Maintenance Officer

# BAND Band 6

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| Job Summary |
| The post holder will manage the building and engineering maintenance service ensuring maximum utilisation of services to ensure efficient and safe environment for patients, staff and visitors. In the course of their duties they will;* Support the operational services to provide a safe, comfortable and compliant environment for patients, staff and visitors whilst ensuring all work undertaken by the Teams complies with statutory legislation.
* Participate in the out of hours on call system and manage trade participation/scheduling rota for the ‘On-Call’ system and provision of emergency contingency plans.
* Support the performance monitoring of contracts and internal workforce.
* Act as an Authorised Person (AP) for delegated activities as necessary.
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| Responsible to |
| Reporting:        | Accountable:        | Professionally:       |
| Responsibilities and Duties |
| The post holder will work autonomously as a specialist in own role on behalf of the Health Board ensuring efficient services are planned reacted to and delivered. Lead and manage and motivate a large maintenance team & specialist contractor to fulfil works within time constraints & budget.The post holder will act as the Project Manager for specific projects and have overall responsibility for the integrity and coherence of Projects to which they are assigned. From start-up through to closure, working closely and co- operatively with sponsors, users and suppliers in accordance with governance procedures. Developing detailed project plans, including communication plans and make-adjustments where necessary relative to progress.Work with change leads to manage local change effectively and to ensure appropriate support is in place for minimum disruption to ‘business as usual’. Promote the concept of managing projects through performance management (i.e. its culture) and ensure widespread understanding and acceptance of this method by showing the benefits of this approach.**Communication**; Develop and foster excellent working relationships across all departments, internal and external stakeholder, contractors to achieve agreement in operation service issues. Develop and empower all members of your team to perform to high standards and innovate.Promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality objective are included in PADR’s.Working in partnership and collaboration with Compliance 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 Estates maintenance service is undertaken efficiently, including under PADR’s, initial assessment of facts and sickness reviews to include RTW’s, initial discussions and raising to formal level.Discuss, interpret and explain highly complex maintenance issues around building services including engineering systems that need communicating at the appropriate level according to urgency and priority with NHS staff, suppliers, contractors and stake holders. (The complete data from the Building Maintenance systems consist of technical data such as flow rates, pressures and temperatures, along with technical work flow reports from Planet.) Present highly complex information to staff groups within the Health Board providing update and information regarding change and/or improvement to services. Often deal with conflicting demands to deal with emergency situations which cause interruptions to daily plans.Analyse, interpret and act on complex and sensitive information and present highly complex, sensitive or contentious information to colleagues and assist with those communications which require the Health Board to achieve its corporate objectives. To ensure validation reports are completed to specialist healthcare systems in a timely manner as according to statutory guidance.The post holder will chair relevant meetings.**Planning and Design**Manage of the day-to-day services’s objectives ensuring these are focused on delivery of the required capabilities.Deliver a robust project management approach to support the Estates Officer/Manager and Senior Estates Management team in the delivery of timely, comprehensive, quarterly validation reports. To extract information from several different IT systems ie BMS, Zetasafe, Planet. This is to ensure that validation reports are correct and fit for purpose to be presented to the wider senior management team, wider team, executives and external services.Support the delivery of robust, effective and best value management of the Estates service contracts, including other performance contracts and Service Level Agreements (SLA’s). To work closely with the Estates Manager to ensure that all Service Level Agreements are accurate, compliant, and effective.Manage planning for planned preventative maintenance of assets and balancing their level of service in line with their lifecycle plan. Ensure 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.Local management of energy utilisation, monitoring plant effectiveness and implementation of energy conservation schemes.Establish cost effective solutions to maintenance problems whilst working to tight deadlines and consider budget restrictions and contribute to the departments agreed saving plans.Ensure resource allocation to ensure the maintenance management function are scoped, planned, implemented and financially evaluated.**Management, Training & Leadership**Maintain knowledge in 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.Contribute to the Capital planning process by assisting the Estate Manager in the development of a prioritised, long-term plant/infrastructure replacement programme.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 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.Ensure the sickness policy is adhered too, to include Long Term Sickness reviews (LTSR), return to work meetings, initial discussions, and appropriate documentation is completed to ensure compliance and to assisthe Estates Management Team.As required to administer the Health Board roster system in supporting the estates of the management Team.Responsible for leading the training and development of staff ensuring opportunity for development of knowledge, skills and abilities of the team is scheduled and compliant with relevant legislation.**Finance and Budget**Responsible for devolved budgets in accordance with the Health Board’s Standing Financial Instructions, for electrical, mechanical, and building fabric maintenance services.Responsible for works stores stock control procedures and security arrangements.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.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.  Responsible for developing and delivering minor works projects and an authorised signatory within set budgets, without jeopardising statutory standards for approved budget.**Improvement, Monitoring, Policy/Service Development**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.Ensure compliance with appropriate engineering standards, in order that suitable engineering systems are provided for NHS environments.Carry out a range of appointed AP duties (specific to trade discipline) to assist the Estates Management Team in compliance.Provide high level technical advice on implementing a strategic programme to modernise a range of essential infrastructure systems, in partnership with Health Boards Caplital Development department. 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.Identify areas for improvement in terms of compliance and efficiencies within the maintenance function to promote a culture of continuous improvement.Ensure the Health Board’s planned preventative maintenance programme is maintained at sites and relevant properties to ensure statutory requirements are met and patient services are supported. Minimise the Health Board’s environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use and utilising the building management system to improve efficiency performance. Help to reduce paper waste by minimising printing/coping 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.Analysis, reviewing and acting upon a range of Welsh Assembly Government issued operational standards in order to help deliver a fully compliant maintenance regime. Propose and implement policies and changes to practices and procedures within area of responsibility. **Digital and Information**Preparation of maintenance and plant replacement schedules and technical reports.Direct operational management of maintenance programmes including planned preventative maintenance system, periodic maintenance and reactive maintenance utilising the Planet software system specifically planet mobile application on iPads.Develop monthly reports advising Managers on compliance against agreed KPI’s.Ensuring timely and accurate reports are produced and submitted as requested either by the Head of Estates or Estate Managers.Use multiple data sources ie CAD, Planet, Zeta, Building Energy Software management systems as well as other technical systems throughout the Health Board. They will extract data and manipulate the information to use on complex spreadsheets to present to the wider team and across the Health Board. This will be to ensure compliance is maintained throughout their designated area as well as consistency across the Health Board.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.Manage staff in the appropriate use of the Health Board’s I.T. systems adhering to the organization’s policies, guidelines, and procedures.**Research Development. Evaluation & Audit**Support the in the development, implementation and audit of a range of programmes to ensure Planned Preventative maintenance systems are appropriate. Monitor, assessment and reporting on the performance of estate building engineering services. This consists of detecting faults in large technical systems throughout the hospital sites, as well as performing audits for compliance with regards to specialist healthcare and technical memorandums and adhering to latest government guidance. Organise, manage and oversee audits to ensure all Health and Safety compliance within their designated area is maintained. Ensuring regular checks and visits to ensure legislation paperwork is of the highest quality and fit for purpose for future audit purposes. |
| PERSON SPECIFICATION |
| Qualifications and Knowledge |
| EssentialProfessional knowledge acquired to degree level or equivalent, served a recognised apprenticeshipPostgraduate qualification in building/engineering related servicesUnderstanding of the role of a project management Proven work record of consistently achieving high standards and delivering objectives and priorities Certified to work on specialist equipment e.g. Med Gasses, Autoclaves, sterilisers etc.DesirableManagement qualificationMembership of professional body.Knowledge of Change Management techniques |
| Experience |
| Experience in building & engineering services/ maintenanceAppropriate experienceDesirableWorking within the NHSExperience of leading a service improvement projectExperience of risk management techniques and systems |
| Skills and Attributes |
| Able to work on own initiative and prioritise own time and plan workloadAbility to work under pressure and to tight deadlines and work as part of a teamWell-developed inter personal skills, enthusiastic and self-motivatedPC literate including working knowledge of Microsoft applicationsWelsh Language Skills are desirable levels 1 in understanding, speaking, reading, and writing in Welsh |
| Other |
| Ability to travel throughout the Health Board area with occasional travel outside of the county. Hold current driving licence.Ability to work flexible working hours dictated by the service needs which includes ‘On-Call rota’ and weekends and evenings working. |