

Working for Atlas

Community Estates Supervisor



Contents

Contents

1 Introduction to Appointment.....3

1.1 Job Summary3

1.2 Job Purpose & Accountabilities3

2 About Atlas6

3 Key Relationships & Stakeholders.....6

4 Person Specification.....7

4.1 Core Behaviours7

4.2 Qualifications, Experience & Skills.8

1 INTRODUCTION TO APPOINTMENT

Job Title: Community Estates Supervisor

Salary Scale: Atlas Level 8

Business Unit: Estates

Responsible To: Community Estates Manager

Base: Estates, Community

Contract Duration: Permanent

Hours: 37.5

1.1 JOB SUMMARY

The post holder will provide team leadership for an effective and efficient maintenance repair service to a high quality on the full range of building fabric, Electrical and Mechanical engineering and electro medical services, plant, and equipment to various trust properties.

Take responsibility for day-to-day operational management of Community Estates Department, for the performance of the team to meet its targets for PPM and reactive works. Working to ensure breakdowns and Planned Preventative Maintenance work undertaken is compliant with relevant legislation and guidance including NHS Health Technical Memorandum's (HTM's) Health Building Notes (HBN's), British Standards, whilst developing and managing the departmental risk register.

Responsible for the effective management of staff within the Community Estates Department and carry out individual performance reviews and delivering the training needs of the staff, ensuring the day-to-day operations of the Community Estates Department, planning workload, dealing with contractors, and dealing with high priority situations using data from systems to prioritize work on a daily basis.

The post holder will be expected to participate in the Atlas's On Call Rota for out of hours Estates Management. Providing cover for the on-call system that provide service continuity in the event of breakdowns, essential service failures, fire and floods or estates related issues ensuring that the Emergency Plan is implemented where appropriate, act as facilities lead manager in the event of a major incident when required at times where an emergency situation has been declared regardless of the incident, time or day.. (i.e., sickness cover, annual leave)

1.2 JOB PURPOSE & ACCOUNTABILITIES

- Responsible for day-to-day operational management of Community Estates team, working to specific budgets, with regards to breakdown & planned preventative maintenance work ensuring that all work undertaken is compliant with relevant legislation and guidance including NHS Health Technical Memorandum's (HTM's), Health Building Notes (HBN's) British Standards, European Standards, etc.

- Responsible for the effective management of all tradespersons and Maintenance Assistants within the Community Estates Team and carrying out individual performance reviews and delivering the training needs of the department / Staff.
- Support in the development and implementation of the Estates Strategy based upon Trust and Atlas goals.
- Responsible for multi discipline surveys and to support in the production of subsequent management plans to ensure areas of estates are of an acceptable standard utilising audits and condition surveys to support the development of a 5-year backlog maintenance strategy.
- Provide effective day to day management of the Community estates team ensuring it fulfils its function effectively, economically, and efficiently with all existing legislation.
- Produce appropriate risk assessments and action plans for the department and the estate in line with Atlas procedures. To include passing of appropriate risks for inclusion in the Atlas Risk Register.
- Undertake investigations and produce reports in the case of a loss involving buildings, land or plant, accidents / untoward incidents in accordance with Atlas policies.
- Responsible for implementation and training within the department.
- The post holder is responsible for managing / undertaking complex testing, fault finding and commissioning on engineering plant and equipment across all trades.
- To proactively participate in the operation and control of planned maintenance schemes providing recommendations on any changes to current schedules of work, process, or new process.
- To manage contractors who undertake works on site, ensuring all such works is undertaken in accordance with Health and Safety legislation, Good Practice and conforms to specifications.
- To provide skilled technical support to Capital Project Managers in the pre-investigation, enabling and commissioning of new build and improvement schemes.
- Undertake the role of 'Authorised Person' for systems and maintain strict records of engineering systems to meet operational and statutory requirements.
- To undertake training where necessary to learn new techniques and skills and keep up to date with all mandatory training and any training required for changes in legislation.
- Be proficient with use of computer hardware and familiarity with a full range of Microsoft Office applications as well as all relevant estates related specialist computerised systems, utilising software to create reports to be shared and disseminated to others.
- Organise materials requisitions and assist in purchasing where required showing value for money etc.
- Promote and develop a culture of responsiveness, ownership, and customer care within the team.
- Investigate and promote new working practices within the team to provide more efficient and customer responsive service.
- As required support the Community Estates Manager in times of Annual Leave, Sickness etc
- Arrange both major and minor hospitals service interruptions for maintenance and capital projects, communicating with Clinical and non-clinical staff, outside agencies ensuring all contingencies have been identified and covered, supported by risk assessments, method statements and appropriate permit to works systems, to review proposed interruptions with outside agencies with regards to the effects these would have on the Trust.
- The post holder will be responsible for assisting with the implementation and management of an effective asset register.
- Investigate and prepare reports on complaints received from patients, visitors, staff, and general public regarding services provided by the estates department.

- Develop close working relationships with Department Managers, Ward Managers, Clinical Managers, Heads of Departments, other NHS Trust representatives and safety representatives providing support and technical guidance where required and requested.
- Ensure compliance with Atlas standing orders and Standing Financial Instructions, acting as a budget holder for the authorizing of expenditure in relation to raising orders for the supply of materials, maintenance contracts and projects.
- The post holder will be expected to participate in the Atlas On Call Rota for out of hours Estates Management, providing cover for the 24hr on call system that provide service continuity in the event of breakdowns, essential service failures, fire and floods or estates related issues ensuring that the Emergency Plan is implemented where appropriate.
- Ensure Specialist information and records are maintained to facilitate the safe operation of the estate.
- Maintain regular contact with staff through formal meetings and informal discussions with regards to employee matters.
- Manage an effective appraisal system for all staff at all levels, including identification of key skills, skill gaps and development of Personal Development Plans and also sickness absence, grievance, disciplinary, individual performance review in relation to directly employed labour and recruitment of new staff.
- Undertake any other duties deemed appropriate to the nature and grading of the post.

Flexibility

Job descriptions are intended to act as a flexible guide to the duties of a post and therefore will require revision in consultation with the postholder to reflect the changing requirements of every post so as to enable Atlas to achieve their corporate goals and objectives. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

Whilst not exhaustive, the duties represent an indication of the key duties and responsibilities expected of the post holder.

Please Note:

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and following discussions with the post holder.

2 ABOUT ATLAS

As experts in healthcare facilities and property management, we deliver fully managed healthcare facilities services and property management solutions to clients throughout Lancashire and South Cumbria.

We are a wholly owned subsidiary of Blackpool Teaching Hospitals NHS Foundation Trust. This means that we part of the Trust's group and the wider NHS family, but are a separate Limited Company, with our own business plan, board, management structure and staff.

Any profits that we make are used to help grow our business, provide additional employment, training and development for our staff, whilst helping to support the Trust's frontline clinical services, and the delivery of safe patient care.

Our healthcare facilities services and property management solutions encompass: Capital Developments, Estates Management, Facilities Management, Medical Engineering and Property Services.

Our teams ensure our clients properties and amenities provide the best environment for their customers, patients, staff, and visitors.

Visit: bfwml.co.uk for further information.

3 KEY RELATIONSHIPS & STAKEHOLDERS

The post holder will:

To develop and maintain effective close working relationships and communicate regularly with a wide range of internal and external stakeholders, including:

- Client staff, across a wide range of disciplines
- General Atlas Staff across the Company
- NHS Property Service
- University Hospitals of Morecambe Bay

4 PERSON SPECIFICATION

4.1 CORE BEHAVIOURS

The post holder will be expected to demonstrate certain core behaviours, namely:

Adaptability/Flexibility:

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs. Is committed and flexible to undertaking a range of tasks if necessary.

Have the ability to multi-task and manage time and workload efficiently and work to deadlines,

Customer Focus:

Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met and responds to internal and external customers.

Attitude & Initiative:

Has a friendly, approachable personality, with a good work ethic.

Has excellent organisation skills and takes pride in their work, demonstrating attention to detail.

Tackles problems and takes appropriate action and practices self-development by seeking out new responsibilities, acting on opportunities and generating new ideas.

Interpersonal Skills:

Has good listening skills, builds strong relationships, is flexible/open-minded, communicates effectively, solicits performance feedback, and handles constructive criticism.

Always demonstrates professional behaviour and can be entrusted with sensitive information.

Has confidence and the ability to build rapport with peers internally and externally

Teamwork:

Meets all team deadlines and responsibilities, listens to others effectively and values opinion. Helps to meet goals, welcomes newcomers, and promotes a positive and collaborative team atmosphere.

Self-Development:

Seeks out and accepts feedback, is a proactive learner, takes on new assignments to improve skills, keeps knowledge and skills up to date and turns mistakes into learning opportunities.

Gaining Commitment:

Able to encourage and motivate others to be committed to a course of action in order to achieve goals by using effective communication.

Behaviour:

The post holder is expected to ensure that their behaviour is always consistent with Atlas values and is expected to:

- Support the aims and vision of the Company
- Act with honesty and integrity at all times
- Be a positive ambassador for Atlas
- Demonstrate high standards of personal conduct
- Value and respect colleagues
- Work with others to develop and improve the services of the Company
- Uphold Atlas's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver
- Always behave appropriately and professionally, particularly when representing Atlas.

4.2 QUALIFICATIONS, EXPERIENCE & SKILLS.

Criteria	Essential	Desirable
Education / Qualifications	<p>Recognised Trade Apprenticeship in Electrical / Mechanical or Constructive discipline.</p> <p>Engineering / Building Degree or HNC / HND – Mechanical / Electrical Engineering or Building Services</p>	<p>Authorised Person for Healthcare Technical Engineering Systems.</p> <p>IOSH Managing Safely qualification.</p> <p>Management of Asbestos in Buildings.</p>
Knowledge & Experience: General	<p>Extensive working experience in the Building Engineering Services environment.</p> <p>Experience of working within a large industrial / commercial environment.</p> <p>Experience of supervising staff / sub – contractors.</p> <p>Sound knowledge of the specialist services provided within the Estates Management field (HV & LV electrical; Pressure systems; Piped Medical Gases; Ventilation; Fire Alarms; Legionella) but most of all willingness to learn.</p>	<p>Experience of Working in an Acute or Non-Acute Hospital Environment.</p> <p>A thorough understanding of healthcare engineering systems / environment.</p> <p>A thorough working knowledge of statutory, mandatory, and best practice guidance / regulations.</p> <p>Working Knowledge of Health and Safety Legislation and the ability to carry out risk assessments of sites and audits of services.</p>
Analytical and Judgement Skills	<p>IT / PC skills to be able to operate the various computer systems.</p> <p>Ability to understand and interpret work plans and drawings.</p>	<p>Knowledge of specific planned maintenance software systems.</p>

Skills	<p>Ability to cope with demanding and stressful scenarios.</p> <p>A dedicated and committed team leader.</p> <p>Flexible individual who can cope with new and changing demands.</p> <p>Excellent attention to detail.</p> <p>Approachable and tactful.</p> <p>Ability to work flexibly as needs arise.</p> <p>Able to prioritise works and manage conflicting priorities.</p> <p>Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high-quality care and interactions with others</p> <p>Has the ability to travel, as will be required to work at different sites.</p> <p>Be able to participate as part of the Estates ON-Call rota if required to do so and therefore must be able to work outside of normal working hours including weekends, evenings, and nights.</p>	<p>Responsive to learning new skills with further training.</p> <p>Experience of work planning.</p>