

Working for Atlas

**Technical Services Officer -
Decontamination & Water
Safety Authorised Person**

Introduction

Dear Candidate

Thank you for your interest in becoming the Technical Services Officer - Decontamination & Water Safety at Atlas BFW Management Ltd.

The Company, which began trading in March 2017, was established as a wholly owned subsidiary company of Blackpool Teaching Hospitals NHS Foundation Trust and provides fully managed healthcare facilities services, including medical devices management, capital and estates services and facilities management, to clients across the Fylde Coast and North West region.

Over the last four years we have developed and strengthened the services we provide, with an aim to provide the best high quality cost-effective property and facilities services across the North West.

Our profits are used to both help grow the business and to enhance our clients' service provision and during the recent COVID-19 pandemic we have been proud to support our clients' front line clinical services by helping to provide the best possible environment for their patients, service users, customers, staff and visitors.

Atlas enjoys the opportunities to develop and grow which it is afforded as an independent company; however, as a wholly owned subsidiary of an NHS organisation, the Company also remains committed to upholding the NHS core values of ethics, honesty and integrity. In addition, we use our unique position to develop and enhance collaborative integrated working with partners across the local health economy wherever possible.

We need a driven and inclusive individual who is committed to leading change, bringing people together and making things happen. This will require someone with substantial leadership skills and experience of building effective and productive working relationships with a wide range of people and partners, a collaborative management style and a track record of achieving sustained service change and improvement at Board level.

If this sounds like you, then please apply, we would like to hear from you.

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1. JOB DESCRIPTION

1.1 KEY DETAILS

Job Title: Technical Services Office – Decontamination and Water Safety

Salary Scale: Atlas Level 10

Business Unit: Estates

Responsible To: Deputy Head of Estates

Base: Estates Department, Blackpool Victoria Hospital, Blackpool

Contract Duration: Permanent

Hours: 37.5 hours per week + on-call one week in three

1.2 JOB PURPOSE & ROLE

As a key member of the Estates team, the Technical Services Officer - Decontamination & Water Safety provides a vital role in Atlas. You will provide the necessary management, supervisory and maintenance skills to ensure the safe and continuous operation of electrical, mechanical and decontamination engineering services and building plant situated within Blackpool Teaching Hospitals NHS Foundation Trust (BTH). They will mainly be associated with the Decontamination of instruments and equipment including Pathology Autoclaves and Endoscopy services together with community services.

The Technical Services Officer - Decontamination & Water will also provide technical guidance and assessment for washer disinfectors and the associated testing and maintenance.

They will also be the appointed Responsible Person for the safety of water systems on Trust premises and the Trust's Legionella control program. (HTM 04-01)

Reporting to the Deputy Head of Estates, the Technical Services Officer - Decontamination & Water Safety is responsible for managing:

1. Decontamination maintenance and repair
2. Day to day management of the Decontamination Team
3. Water pre-planned maintenance activities and associated repairs
4. Water system monitoring, sampling and associated documentation

This role will involve working in partnership with Sterile Services Manage and other departmental managers specifically in Gastroenterology / E.N.T. / Pathology Cardiology, / Urology / Gastrology etc. as well as other areas within the Trust as requested.

The postholder will be the Appointed Person for Decontamination for the Trust (Only internal appointment HTM01-01 Part B section 4.11)

The post holder will be self-managed rather than supervised and therefore should be capable of making decisions. The postholder will be responsible for the decontamination department,

including the management of staff as well as ownership of a departmental budget.

It is currently an exciting time for Atlas as there are significant opportunities to both grow the business and to also facilitate and develop collaborative working relationships across both Blackpool & the Fylde coast and also the wider 'Integrated Care System' (ICS), covering Lancashire and South Cumbria.

Please be aware that with this role you may require a Disclosure and Barring Service (DBS), further information will be provided if you are selected for interview.

1.3 KEY DUTIES AND RESPONSIBILITIES

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

1.3.1 Decontamination maintenance, repair and specialised duties

- Work with and evaluate the productivity / performance of trade groups and contractors to ensure a high quality effective maintenance, repair, testing and installation service is provided which is responsive to the user's needs. They will also be required to plan and organise maintenance, testing and validation activities.
- Work in partnership with Sterile Services Manage and other departmental managers specifically in Gastroenterology / E.N.T. / Pathology Cardiology, / Urology / Gastrology etc. as well as other areas within the Trust as requested.
- Act as a professional role model for the department as the Appointed Person for Decontamination for the Trust (Only internal appointment HTM01-01 Part B section 4.11)
- Responsible for the maintenance of the Estates Decontamination Quality Management System.
- The post holder will be expected to attain specialist technical knowledge for all the Trust's specialist services including decontamination equipment and have the ability to demonstrate a professional qualitative standard of service delivery.
- Demonstrate leadership skills and will be multiskilled on work across a range of technical issues and be the Engineering Lead for the Trust on all decontamination issues ensuring that all relevant policies and procedures together with the Trust quality system are established maintained and implemented.
- Demonstrate assessed competence, achieved through training and experience, and demonstrate to have relevant qualifications in decontamination on Porous Load Sterilizer / Washer Disinfectors / Automated Endoscope Reprocessors / Endoscope Drying Cabinets.
- Be the Authorised Person and to undertake the role of Multi-Skilled Maintenance Craftsperson to carry out the majority of non-routine and also routine works and must be able to fault find on complex systems using cause effect analysis and to calibrate appliances, using fine tools and materials.
- Undertake regular technical training to develop new working procedures for equipment as the needs of the specialist engineering services evolve. In addition, the post holder will have the ability to advise and train both clinical and non-clinical staff in decontamination procedures.
- Manage a permit to work Scheme within decontamination areas which includes in house staff and contractors HTM 01-01 Part B common elements

- Promoting awareness of customer and regulatory requirements throughout the sterile services department and endoscopy areas.
- Liaising directly with other external organizations on matters relating to quality systems and decontamination engineering services and manage external contracts within decontamination
- To design and keep up to date accurate Validation Reports, when required.
- The post holder will provide an effective and efficient maintenance repair service to a high quality on the full range of routine, non-routine and specialist building fabric, electrical and mechanical engineering and electro medical service, plant and equipment to the above stated areas of responsibility within their trade discipline within their capability.
- Ensure that all equipment is tested, validated and operating in accordance with current standards.
- Specific responsibilities will include testing and maintenance of Autoclaves in full compliance of HTM 01-01, Part C.
- Specific responsibilities will include testing and maintenance of Washer Disinfectors/Dryers in full compliance of HTM 01-01, Part D.
- Specific responsibility will include testing and maintenance of Endoscopes, Washers/Dryers in accordance with compliance HTM 01-06 for all decontamination services for Endoscopy services within the Trust.
- Undertake project buddy duties on any new build, refurbishment or major project work associated with decontamination services.
- Provide technical and management support on all matters associated with decontamination.
- Ensure resources are appropriately planned in order to meet customer requirements, taking into account changes in working patterns/practices and any future developments with the department.
- The post holder shall ensure maintenance records are kept up to date in line with the relevant quality systems in operation within each department i.e. HTM's etc.
- Ensure that all testing equipment has relevant and up to date calibration certificates.
- Be conversant with the latest edition of the electrical safety code for Low Voltage (LV) systems for competent persons.
- Manage and oversee the Permit to Work Decontamination Scheme and make alterations with necessary.
- Carry out planned preventative maintenance inspections and commissioning tests in accordance with Atlas/Trust procedures and schedules.
- Carry pager/radio/telephone/PDA/communication tool to provide response to any incident that the Maintenance Supervisor/Maintenance Team Leader may wish to redirect the member of staff to any emergency both whilst working on site and when providing on call service.
- Refer to an understand all Engineering/Technical drawings and specifications. Interpret technical detailed manuals, carryout both routine and non-routine fault diagnosis and repair specialist Trust engineering equipment, assist in commissioning, problem solving in new technical services and communicate technical knowledge to others.
- Carry our statutory testing in compliances with insurance requirements. Complete all reports and test certificates as necessary.
- Be prepared to work in hazardous areas, confined spaces and on contaminated equipment taking all safety measures to prevent damage, avoid injury and prevent damage to

equipment in accordance with Atlas/Trust policy and safe working procedures i.e. the post holder will conduct risk assessments and complete action/treatment plans for all tasks.

- Identify and priorities own work load and those of the Decontamination team and actively participate in the operation of the performance management information system, including the completion of all paper work required by the scheme in a timely manner.
- Ensure the security of all plant equipment and buildings under the jurisdiction of the maintenance department.

1.3.2 Day to day management of the Decontamination Team

- Develop the role of the Estates department in Decontamination services.
- Attend and participate in the Decontamination Steering Group committee.
- Participate in Decontamination on call rota 1-3
- Supervise, communicate with and develop maintenance workers within the decontamination environments, and assess/evaluate the quality of work. The post holder shall also support the provision of professional supervision, induction and training of new starters, apprentices and maintenance staff as part of a personal development programme.
- Ensure that individual objectives are undertaken on an annual basis and that that associated action plans are developed and completed.

1.3.3 Water pre-planned maintenance activities and associated repairs

- Ensure an up-to-date Water Safety Plan is in place
- Appointed Estates Responsible Person for Water in line with HTM 04-01
- Ensure Competent Person requirements for water safety are robust
- Overall Estates lead for Water Safety Groups
- As a member, attend and provide all required performance reports to Strategic WSG's
- Audit, manage and maintain compliance with the Trusts Water Safety Plan
- Monitor and update any in-house functions for water safety compliance
- Ensure all water safety related records are adequate and acted on
- Ensure AE appointment is in place
- Facilitate Authorising Engineer (AE) audits and create/deliver action plans emanating from such
- Overall lead to ensure all water safety samples are monitored, recorded and results acted on in accordance with Water Safety Plans and Legislation.
- Provide specialist advice on water safety solutions and lead on Water Safety
- Undertake regular meetings with Contractors and other service providers as required to ensure a compliant service is being delivered.

1.3.5 Other Duties:

The post holder will:

- Lead, advise and advocate sustainable practice across Atlas and the Trust estate. Develop the Estates Decontamination Department in accordance with recognised best practice and

in light of future technological improvements

- Respond to and liaise with other members of the Atlas/Trust staff who request assistance.
- Be able to drive appropriate Atlas vehicles for transporting personnel or equipment.
- Manage the Estates decontamination and water Budget.
- Monitor budget spend and manage day to day costs on behalf of the Head of Estates on all decontamination and water spend and participate in regular budget review and budget setting exercises and costing of new works.
- Work in accordance with the requirements of statute, technical guidance, codes of practice and both Atlas' and the Trust's policies and procedures.
- Submit requisitions to Deputy Head of Estates for placing of official orders where necessary obtaining appropriate costs and quotations.
- Oversee the management of stock, including consumables.
- Independently deal with new situations as they arise and pass on knowledge to other members of the team.
- Assist/liaise with contractors, utility suppliers, professional parties and other services providers outside of normal office hours.
- Notify immediately the Estates Supervisor / Estates Managers or equivalent of any problems within the hospitals that may be of danger to staff and members of the public. To ensure that accident forms are completed and co-operate with the investigation of any incident or untoward occurrence.
- The post holder will be self-managed rather than supervised and therefore should be capable of making decisions.
- The postholder must notify Estates Supervisor / Estates Manager of any members of staff, patient or visitor who may contravene hospital regulations i.e. fire, parking, smoking, electrical equipment.
- The post holder is required to work hours as necessary to ensure continuity of service (to include shift cover, weekend working, organisation pressures etc.).
- Undertake additional Project Works as allocated by Estates Manager (Engineering) in line with your skills.
- Assisting the general estates team to maintain business continuity outside of this particular role to include major incidents.
- Maintain written agreements i.e. service level agreements / contract with critical suppliers and ensure these are periodically reviewed.
- Liaise with Estates Supervisor/Managers regarding plant or equipment failure and to request in writing the supply of goods and/or service with reference to manufacture manuals etc. Maintain stock levels for spares and equipment through liaison with Estates stores department.
- Be fully conversant with all Atlas' /Trust policies and procedures including: - Fire Safety, Infection Control, Health and Safety at Work Act, COSHH Regulations and Manual Handling guidance's and safe systems at work
- Use and be competent in the use of all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Undertake inspections for pre-installations and investigates services which may be required for new equipment and carry out minor installation improvement works.
- Maintain an up to date library of all relevant codes of practice, policy, procedures and best practice and update as required to reflect changes in national practice or where best practice is recognised.

- Ensure that all services are delivered in accordance with environment & sustainability and national standards and statutory legislation including relevant HTM's.
- Record and fully document all inspections and assessments, including all electronic records, and ensure that findings are shared with the responsible managers and the Health and Safety Group.
- Be able to conduct oneself in meetings professionally and be able to be entrusted with sensitive information.
- Contribute to achieving and maintaining quality outcomes and standards.
- Ensure compliance with Data Protection Act and General Data Protection Regulation principles and promote Information Governance.
- Be required to work independently and be responsible for their own day to day planning and organisation required to fulfil the duties and responsibilities of the post.
- Act in a way that is compliant with the Atlas Financial Governance Framework in the discharge of any budget management responsibilities.
- Ensure that work is undertaken in line with appropriate policies, procedures and Standard Operating Procedures (SOPs).
- Ensure that the ordering, receipting, storage, and controlled usage of any materials required for both the acute estates services (procurement/requisitioning), is undertaken via the appropriate systems and in line with agreed SFIs, policies and procedures.
- Ensure that all official records are maintained as appropriate.
- When required, deal and respond efficiently with any concerns or complaints in line with the Atlas complaints procedure.
- Attend any training courses as deemed necessary by Atlas' management and identify own personal training requirements and opportunities. Keep knowledge and skills up to date with Continuing Professional Development (CPD) and participation in the Atlas Mandatory Training scheme as appropriate.
- Where required, represent Atlas with active participation in both national and regional level external working groups.
- Any other duties deemed commensurate with the post.

Please Note:

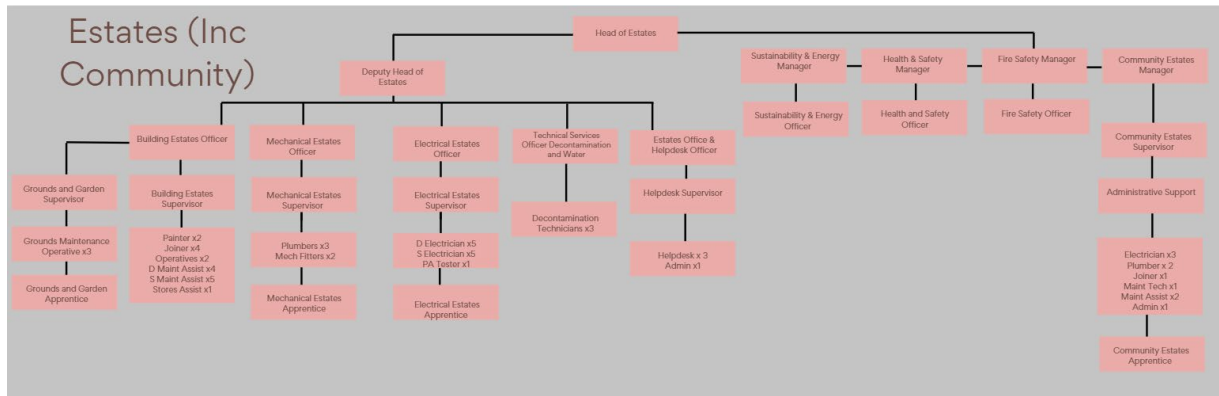
The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and following discussions with the post holder.

The post holder may be required to work across the Company at any time throughout the duration of their contract, which may entail travel and working at a different location

Each member of the Atlas team is personally responsible for ensuring the confidentiality of information and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Atlas' Disciplinary Procedure and may result in dismissal.

1.4 ESTATES STRUCTURE

The structure chart, provided at Figure 1 below, demonstrates the Help Desk structure, whilst Figure 2 details the full Estates Division Structure



2. 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:

- Clients and Atlas staff, across a wide range of disciplines, including staff from Blackpool Teaching Hospitals NHS Foundation Trust (The Trust) and University Hospitals Morecambe Bay (UHMB).
- Atlas Director of Operations
- Atlas Head of Estates
- Atlas Deputy Head of Estates
- Atlas Estates Officers
- Atlas Estates, Facilities and Capital teams
- Atlas Fire Safety Manager and Advisor
- Endoscopy Trust Team
- CSSD Team
- Client Infection control leads
- Local building control officials
- Appointed inspectors
- Staff side representatives

3. PERSON SPECIFICATION

3.1 CORE BEHAVIOURS

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

3.1.1 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,

Be prepared to work flexible hours as required by the needs of the service.

3.1.2 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.

3.1.3 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.

3.1.4 Interpersonal Skills:

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

Demonstrates professional behaviour at all times and can be entrusted with sensitive information.

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

3.1.5 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.

3.1.6 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.

3.1.7 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.

3.1.8 Behaviour:

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

- Understand and demonstrate the behaviours in the Atlas Behavioural Framework
- 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
- Behave appropriately and professionally at all times, particularly when representing Atlas.

1.5 QUALIFICATIONS & EXPERIENCE

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to a professional level in a relevant discipline e.g., building services, engineering electrical, mechanical, estates management, surveying or similar. Relevant credited technical qualification in Decontamination Systems. Hold a technical qualification in specialist area to undertake full duties of role (e.g. completion of Water HTM Competent Persons Course 	<ul style="list-style-type: none"> Appropriate postgraduate and/or professional qualifications in a relevant discipline
Experience	<ul style="list-style-type: none"> Be able to demonstrate competence in the required range of technical aspects applicable to this post Demonstrate a minimum two years previous experience within a similar environment, having completed a recognised qualification Experience in managing a team and demonstrable managerial qualities 	<ul style="list-style-type: none"> Experience of working in the NHS
Special Knowledge/Skills	<ul style="list-style-type: none"> Proven ability to understand and comply with detailed procedure Ability to understand technical drawings and diagrams and diagnose technical faults Be able to organise workloads and demonstrate an ability to manage priorities under pressure and make decisions 	<ul style="list-style-type: none"> Relevant professional membership e.g. IHEEM
Personal Qualities	<ul style="list-style-type: none"> Physically fit, active, and have the ability to pass pre-employment medical screening Have good communication skills. Clear and accurate written and verbal communication skills. Able to listen and give instructions effectively 	<ul style="list-style-type: none">

	<ul style="list-style-type: none"> • Highly motivated and capable of motivating others • Good communication and interpersonal skills and ability to build relationships • Effective team leader/member • Capable of working autonomously • Actively seeks to develop their own knowledge, skills and ability • 	
Commitment	<ul style="list-style-type: none"> • Consistent and reliable attendance record • 	<ul style="list-style-type: none"> •

Key – how assessed	
A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References

This job description is not exhaustive; it may also be reviewed and amended with the post holder as appropriate when necessary.