

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

<b>JOB TITLE</b>	<b>Trust Property Manager</b>
<b>BAND</b>	<b>Agenda for Change – Band 8B</b>
<b>RESPONSIBLE TO</b>	<b>Senior Director of Estates and Facilities</b>
<b>ACCOUNTABLE TO</b>	<b>Associate Director of Property and PFI</b>
<b>BASE</b>	<b>TBC</b>
<b>HOURS OF WORK</b>	<b>37.5 hours</b>

## ROLE SUMMARY

A senior post that is professionally accountable for the provision and strategic development, in conjunction with the Associate Director of Property and Capital, of a high value Property Management service for a large Mental Health and Community Services property portfolio across Essex and Bedfordshire.

The post holder will be required to provide professional leadership to Assistant Property & PFI manager, ensuring that leases, licenses, PFI operation and strategic management and the overarching property database is accurate, accessible and integrated with the Trust estates systems allowing estates officers to lead on landlord communication during the occupancy life.

Provide expert specialist professional advice on all aspects of property management including property technical surveying including responsibilities relating contracted and contractual maintenance, repair, refurbishment and restoration and legislation.

In particular, the post holder will manage and support the acquisition, leasing and disposal of property, terms of contract, land searches, service level agreement setup, suitability of use of land and buildings. Each of these facets will demand a degree of legal engagement with the expectation that the post holder will lead on these discussions.

In conjunction with the Associate Director of Property and Capital the post holder shall be professionally and technically responsible for property management policy development and compliance in relation to high risk specialist functions e.g. legislative and statutory requirements relating to buildings and land.

## KEY RESPONSIBILITIES

### Managerial Responsibilities

In conjunction with the Associate Director of Property and Capital the post holder is professionally responsible and accountable for leading, developing and coordinating all

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aspects of an effective property management service that caters for interpretation of complex technical legal advice. Provides assurance of compliance to the Associate Director of Property and Capital that the jointly developed strategic plans for the future and contributes to continued service development and improvement continue to be current and where applicable continuously improving and aligned with the Trust quality management systems (ISO9001 & ISO14001).

The post holder will be expected to provide an effective strategic property management service to the Trust and other local Health care organisations covered under the terms of service level agreements.

The post holder will advise, conceive and promote new initiatives for the effective management of the Trust property services and be responsible for the development and delivery of the Trusts property related strategic objectives, operational policies and procedures.

**NB:** The expectation is that the Trust Property Manager will work closely with clinical and non-clinical services heads in conjunction with the Head of Capital Development and Property management to provide a joined up services that is underpinned by the availability of accurate and immediately available property data.

The Trust Property Manager, assisted by the Assistant Property and PFI Manager, will manage the data and subsequent records utilizing the estates electronic reporting system (currently 3i™) The expectation is that this relationship will produce

1. Accurate records of transactions, acquisition, disposals
2. Landlord and Tenant lease & license management (inception and operation)
3. Property searches,
4. Awareness and engagement with the Trust surveyor to gain assurance of technical building surveys,
5. Appointment specialist technical contractors with oversight of purchase orders raised by the Assistant Property & PFI Manager)
6. Property contracts management,
7. Communicating through accurate lease data stored within the 3i™ system, the estates responsibilities around statutory compliance, maintenance and cleaning.
8. Ensure the Assistant Property and PFI manager maintains regular property risk assessments,
9. The correct registration of property titles
10. The dissemination, direction and meeting support (estates, facilities and capital development), as and when required, of property related data.

The post holder will be a member of the Directorate Senior Management Team and will be expected to work towards providing an integrated estates, capital planning and facilities management function for the Trust. This will require management input and close working with all other function leads within the Directorate to achieve a customer focused service delivery model.

1. The post holder will be accountable for
2. The preparation, maintenance and accuracy of the Trusts Estates Terrier,
3. Property title documents,
4. Leases
5. License's

6. The oversight of the safe keeping and accuracy oversight of all related property documents
7. Ensure the recoding, update and socializing of third party interests, covenants and other restrictions on the use of the building/land

**Note:** The responsibilities outlined in this job description are many and varied. This list of duties is not exhaustive, but generally summarises the level of responsibility associated with the position and in particular the post holders responsibility around property management

**The duties and relevant responsibilities of this post are summarised below: Please Note: This list is not exhaustive and the post holder may be required to undertake additional duties within their skill set.**

### Estates Strategy

1. Assist the Associate Director of Property and Capital in the development and regular review of the Estates Strategy taking in to account the post holders responsibility around property, its utilization and the term of its occupancy.
2. The post holder will ensure interconnection and support for the Property Assistant & Space Manager, via the Assistant Property & PFI Manager to ensure the Trust has a robust space utilization and property management strategy that is both joined up and continuously improving.

### Capital Projects

1. Provide technical property advice and support for the development of business plans for the submission to the Capital Planning and Projects group for capital investment.
2. Develop and maintain an approved list of property related consultants, contractors and in accordance with Corporate Policies and Procedures.
3. Liaison with internal and external strategic planning lead officers in the provision of effective property management services.

### Property

1. Oversee the Assistant Property & PFI Manager with the compilation and maintenance of an accurate estate property database, site records, drawings and Statutory Terrier information in accordance with guidelines laid out in the N.H.S. Executive Codes of Practice. This will also include gaining assurance from the Trust surveyor that technical drawings for land and buildings within the post holders remit, e.g. CAD drawings to detail building layout and plans, asbestos locations etc., are accurate and readily available.
2. Work closely with the Assistant Property & PFI Manager to ensure terms of property leases are regularly reviewed and maintenance regimes are in accordance with both the spirit. and contractual detail of the original agreement. NB: This will include liaison with Trust solicitors, surveyors, Landlords and other professionals to provide a comprehensive service.
3. Ensure all property systems are documented in accordance with the Trust ISO9001 Quality Management system.
4. Work with the Head of Estates and Facilities to ensure terms of assured short term tenancy agreements are regularly reviewed and advise the Associate Director of Property and Capital of medium and long term strategic initiatives. .
5. Support the Associate Director of Property and Capital on the acquisition and disposal of properties identified as surplus in accordance the Trust strategic clinical and property plan and in line with "Estate Code" guidance.
6. Provide expert specialist advice on disposal strategies for the estate to ensure best value is achieved.
7. Support the procurement process with detailed and expert advice associated with property acquisitions and disposals. NB: This will include the appointment of legal advisors, planning consultants, and other specialist advisors, preparation of leases, licenses and covenants, tender documents, selection

8. The post holder will support the provision of a space management service in conjunction with the Estates Strategy & Capital Projects Manager as-and-when, this impacts on the short, medium and long term property strategy and operational delivery relating to the post holders remit.
9. The post holder will provide professional property advice in relation to valuations and rates appeals in liaison with the Valuation Office Agency and specialist valuation consultants.
10. Responsible for the oversight of the update of lease data relating to the maintenance of properties in accordance with the terms of the property leases/licenses.
11. To attend property related meeting and provide professional advice on lease management, term of contract, particular property responsibilities for both operational use and building upkeep.

### Operational Management

1. The post holder will work with Directors and Heads of Service to best understand the strategic and operational requirements for the delivery of appropriate property provision across the Trust.
2. Provides advice on property related legislation and ensures the Trust is up to date e.g. 210 Equality Act, Property Law, 1954 Landlords and Tenants Act, contract law and statutory compliance.
3. Professionally accountable and responsible for the safe and efficient operation of all Property Management Services, including staff, PFI delivery and strategic management , land, buildings and plant/equipment associated with the Trust property responsibilities.
4. To provide strategic advice on the suitability of buildings for acquisition and disposal through complex option appraisal and benchmarking, ensuring all aspects of property management are taken into account i.e. accurate open market valuations are obtained, condition surveys are accurate.
5. Responsible for negotiation and agreement of accurate property disposal and purchase prices.
6. Responsible for developing good working relationships with landlords and other external stakeholders to ensure property related issues can be managed effectively.
7. Supporting the Assistant Property & PFI Manager in the day to day management and continuous improvement of the Trust PFI buildings including monthly performance reviews , service failure issues , help desk reporting, compliance , contractual issues and strategic plans.
8. Ensuring via the Assistant Property & PFI Manager that the PFI arrangements (Trust responsibilities) are documented in line with ISO14001 & ISO14001
9. Devise, negotiate, implement and monitor complex, high value service level agreements for the provision of property management services to other local health care organisations.

**NB:** Ensure services are provided in accordance with the terms of service level agreements, are statutory compliant and achieve business objectives set out in budget and service delivery plans and the Trust clinical strategy.

10. Responsible for providing property related information the Trust Quality manager on a regular basis throughout the financial year, in support of both PAM and ERIC .
11. To manage, monitor and correctly document within the Trust 3i™ database, in conjunction with the Trust Assistant Property & PFI Manager all property service contracts, ensuring that they offer best value, are of high quality and meet the needs of clinical services and statutory compliance.

### Risk Management

1. Develop in conjunction with the Associate Director of Property and Capital the property risk register
2. Lead on development and implementation of property management related risk management action plans.
3. To provide professional property management advice to the Trust Risk Management and Health and Safety Committee, Infection Control Committee, and other sub committees of the

Executive Operational Committee and Trust Board of Directors.

4. Professionally accountable for ensuring a comprehensive risk register and risk assessment database is in place for all activities in relation to management of the property portfolio.
5. Responsible for health and safety of staff in area of remit and ensure that all Trust and departmental health and safety policies are implemented and monitored in relation to this responsibility.

### Communication and Relationship Skills

The post holder will be required to provide and receive highly complex information relating to the estate some of which may be contentious and of a highly technical nature. The post holder will be responsible for the interpretation and dissemination of the appropriate knowledge and information which needs to be communicated internally to a wide range of staff ranging from frontline operational staff to the Executive Team and Board of Directors.

The post holder will be required to communicate effectively with internal and external stakeholders which will include solicitors, surveyors, senior staff from other local health care providers, local authorities, suppliers, contractors, service users and members of the public.

A key skill requirement of the post is the ability to effectively negotiate, reach agreement and seek co-operation on highly complex, technical, contentious and sensitive issues.

The post holder will be highly skilled and competent when providing highly complex, politically complex, highly sensitive or highly contentious information where barriers to understanding or acceptance are likely to exist.

### Analytical and Judgement Skills

1. The post holder will be required to analyse, interpret and compare highly complex facts, data and other information including property, buildings, land, estates, facilities and capital planning related legislation, health and safety regulations and technical standards.
2. The post holder will be capable of making sound, logical and evidence based judgements based on information analysis leading to e.g. production of complex lease and property acquisitions and disposals, business cases, option appraisals, purchase or sale of property, change management proposals, service strategies and other similarly highly complex business decisions.

### Planning and Organisational Skills

Required to develop, formulate long term property service strategies consistent with Corporate and Directorate Objectives including:-

1. Review of property related matters i.e. lease, licence, rent
2. Lease compliance programs
3. Property service development plans
4. Data management and stakeholder data accessibility
5. Property services marketing and income generation plans and service level agreements
6. Assist Head of Capital Development and Property Management, in the development and regular review of the Trust wide Estates Strategy.

### Physical Skills

The post holder will be required to:-

1. Travel across Trust sites
2. Effectively use a keyboard and other IT related devices

3. Use analytical equipment such as and surveying equipment
4. Use access equipment such as ladders and steps

#### Policy/Service Development

Responsible for the development, implementation, monitoring and regular review of a range of Property Policies and Procedures including the following:-

1. Property Strategy
2. ISO9001 and ISO140001 SOP's relating to property management
3. Trust Policy and Procedure for leasing (Corporate)
4. Property elements of Trust Standing Orders and Standing Financial Instructions
5. Responsible for property management service development to ensure that service provision is updated to reflect changes in operational geography, legislation, finance and other resources and clinical service models.

#### Financial and Physical Resources

1. Develop new and maintain existing income generation activities in in relation to rent reviews and other property related opportunities.
2. Lead on all property management market testing initiatives including the development of highly complex fully costed bids and business cases for new buildings/land and for competitive tendering of in-house services.
3. Ensure that the property management service is properly resourced, supplies are requisitioned in a timely manner and that adequate stock control/materials management procedures are in place at all times.

#### Responsibility for Staff/ Human Resources

1. Ensure all property management staff receive regular supervision and appraisal, objectives are set and performance managed, have an up to date Personal Development Plan and are provided with the opportunity for personal and professional development commensurate with the requirements of the service.
2. To ensure full compliance with the Wellbeing and Sickness Absence policies and procedures, taking appropriate action and ensuring relevant support to individual staff. To establish and maintain a system to provide statistical information in respect of sickness absence.
3. To ensure that staff are properly inducted into their place of work and provide on-going line manager support.

#### Responsibility for Information Resources

1. The post holder will be responsible for the specification, selection, development and implementation of a range of information systems relating to the property management service. These will include an estates Terrier database, integrated web based and property monitoring software.
2. Required to generate complex statistical reports, process complex data, produce and analyse benchmarking data, including the use of CAD.
3. Professionally accountable for the compilation and maintenance of an accurate property data base to include leases, licences, covenants, tenancy and occupation of site, legal information, search information, valuations, survey reports, risk log, financial records, contract correspondence and other property related information.
4. Ensure the estates terrier and 3i property database is up to date and seamlessly integrated with all estates service information

## Responsibility for Research and Development

1. Undertakes regular research into developments in legislation, guidelines, and statutory requirements to ensure the Trust is kept up to date with changes and remains compliant.

## Physical Effort

Light physical effort will be required as the role will predominantly be office based with frequent spells working at a key board, making telephone calls, attending meetings, driving between sites.

Occasionally (e.g. once or twice a week), the post holder may undertake site visits to inspect buildings, carry out surveys and quality control audits.

Rarely (e.g. once a month or less) the role may require accessing confined spaces, roof tops, difficult access plant rooms and other areas requiring a degree of physical effort.

## Mental Effort

The post holder will be required to undertake frequent, intense concentration in analysing highly complex information/data and while undertaking complex calculation and detailed analysis. The work pattern is unpredictable with regular interruptions requiring reprioritisation of workloads.

The post holder will be required to chair business meetings involving senior managers, Trust Directors, contractors and external stakeholders.

Required to lead on the management of unpredictable and operational incidents including major and serious untoward events on an occasional basis.

## Emotional Effort

The post holder will be required to work in all areas of the Trust (clinical and non-clinical) and occasionally may be required to work with sensitive clinical information such as, incidents, SUIs, complaints.

Frequently required to directly manage difficult situations such as staff grievances, disciplinary investigations, staff and patient complaints, contract disputes.

## Working Conditions

The post holder will also be required to frequently travel to the different Trust sites to undertake audit and monitoring.

Occasionally will be required to access unpleasant working areas such as confined spaces, drainage systems, plant rooms.

## Quality

Control and monitor the quality and assurance aspects of the Property Management Service.

To be responsible for working closely with all staff, contractors and other Managers in seeking to improve the quality of services provided to our clients/patients. This will involve participating in contract monitoring meetings and proposing innovative ways of working which could improve service quality.

To undertake satisfaction surveys, monitor comment schemes and audit service provision to ensure that the quality of service is consistently high.

To promote good customer service throughout the Trust; identifying areas for improvement and taking action to address issues.

Provide high quality reports and presentations to the Executive Operational Team, The Board of Directors and other Executive Committees for all matters relating to management and performance of the Property Management Service.

Any other duties as delegated by the Associate Director commensurate with the responsibilities of this post.

## ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

## OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

### PEOPLE FIRST

#### PURPOSE

We **care** for people, every day.  
What we do **together**, matters.

#### VALUES

We **CARE**  
We **LEARN**  
We **EMPOWER**

#### VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

#### STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.



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## **ASSURANCE STATEMENT**

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

## **NHS CONSTITUTION**

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## **DUTY OF CANDOUR**

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **CONFIDENTIALITY**

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Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**