Estates & Facilities Manager JD

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| Job title: | Estates & Facilities Manager (Primary Care Services) |
| Department: | Central Facilities and Health & Safety |
| Location: | Home and Travel |
| Reporting to:  (job title only) | Head of Estates & Facilities |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) | Primary Care Project Team and Central Facilities and Health & Safety |
| Responsible to:  (where applicable) |  |
| Job purpose: | The job role is integral to the overall Primary care project delivery model. Leading on the Estates work stream you will be providing subject matter expertise for Estates and Facilities management.  Scoping out and locating new or existing primary care clinic locations, carrying out all the necessary Estates, Facilities and H&S functions including site visits and inspections, lease negotiation to fully managing the fitout/improvement phase, leading to the opening of the locations. Ensuring the safety of our estates is at the forefront, building and maintaining Health & Safety compliance information, as well as managing and raising highlighted project delivery risks to the project group. |
| Role and Responsibilities: | **Project Management**   * + Lead the estates work stream in the provision of rolling out new primary care hub sites.   + Scope new site locations working closely with the primary care project group.   + Instruct property agents on the requirements where applicable.   + Organise site visits with the appropriate stakeholders and complete the necessary inspection checklists.   + Disseminate findings and identify any estates related risks to the project group.   + Prepare reports for estates comparison purposes and the project group   + Support the project group in preparing Estates and Facilities project plans and timelines.   + Manage any necessary fitout/improvement phases for the project with the correct authority of cost sign off.   + Manage allocated estates budgets for the project.   + Lead on site setup including procurement of medical equipment and FFE working closely with operational teams.   + Mobilise site for transition to opening and handover of estates to operational teams.   **Management**   * + To provide clear reporting of the estates H&S compliance for the primary care hubs in the relevant project forums, meetings and reports.   + Ensure premises are visible on the Shire CMMS platform with the ability to report on compliance.   + Take on an active role within Facilities governance meetings and share project updates.   + Report regularly to the Head of Estates & Facilities with project updates and any potential risks to the project delivery.   **Project/Operational Management**   * + Work closely with the Health & Safety team, ensuring H&S compliance is being met across the primary care hub sites being mobilised.   + Ensure there are robust facilities/H&S plans and procedures onsite using operational facilities manuals, whilst working closely with the Health & Safety team.   + Maintain and audit H&S folders for primary care hubs and ensure there are defined responsibilities locally to ensure completion of checklists.   + Drive compliance for Fire Marshal, Evac chair and first aiders with support from the business lead.   + Follow up and investigate FM facilities related incidents in the primary care hubs using our internal reporting system, using root cause analysis and implementing corrective actions.   + Support on any reported accidents within the primary care locations, by liaising with the central H&S team.   + Ensure we meet all the applicable Health and Safety legislation and subsequent regulations in relation to FM including all electrical systems, public health services, lifts, Fire protection.   + Ensure maintenance of medical equipment within the primary care hubs completed within the specified time scales working closely with the central facilities team.   + Assess and organise PPM needs for the primary care hubs and implement appropriate scheduling for existing contracts with support from the Head of Estates and Facilities.   + Manage building maintenance requests authorising small works.   + Ensure contractors are working within CDM regulations and being inducted and supervised whilst onsite.   + Establish and maintain stakeholder relationships for all primary care hub sites, including building managers, cleaning managers and landlord representatives. Attend meetings where applicable.   + Monitoring of reactive and PPM tasks carried out by contractors with implementation of KPI’s including permits to work and review of RAMS.   + Manage contractors for primary care hubs when out of hours works are required.   + Mandatory attendance of the primary care hub sites on agreed parameters to form part of KPI’s for the role.   + Carry out regular onsite inspections of primary care hub sites. (including building fabric etc)   + Liaise with business leads, for higher ticket maintenance and repair items outside of regular PPM’s.   + Conduct regular meetings with business leads to establish better communication for any escalations.   + Manage assets with the region and implement life cycles where applicable.   + Support integration and alignment projects for Estates & Facilities with the wider group   + Support in controlling and tracking financial budgets for the primary care locations in relation to estates and facilities keeping control of costs for each property for reporting purposes, including rents, rates and repairs.   + Support on creating written processes, procedures and policies with a plan to implement and rollout to primary care premises.   + Represent the estates team as an incident manager for primary care hubs   + Facilitate site H&S audits for the primary care locations   + Support the sustainability agenda for the estates within the primary care hubs.   + Support local senior staff on building inductions to allow dissemination to primary care locations.   **On-going developments**  Vita Health will continue to grow and develop which in turn requires post holders to be fluid and adapt where necessary. The functions and responsibilities above should not therefore be regarded as permanent but may change as appropriate to the grading of the post. Any major changes will of course involve discussion and consultation with the post holder.  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * + Be aware of the impact of your behaviour on others.   + Ensure that others are treated with fairness, dignity, and respect.   + Maintain and develop your knowledge about what EDI is and why it is important.   + Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.   + Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.   + Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) | N/A |
| Additional information: | * + Ability to travel to sites across the UK   + Ability to drive with access to transportation   + Ability to work remotely when necessary   + Ability to work unsociable hours when required   + Comply with all organisational policies and procedures |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Appropriate Health and Safety qualification and ability to demonstrate a good level of understanding from a building compliance perspective. | * Facilities management qualification and/or maintenance experience * Project management * NEBOSH General Certificate |
| **Experience** | * Estates project mobilisation experience in scoping, setting up and opening multiple new sites * Experience of looking after premises in a multisite environment with experience on delivering compliance. * Financial management and budget control * Managing estates projects including lease negotiation and Cat B fitouts. | * HVAC system knowledge * Working in Healthcare related sector |
| **Skills/knowledge** | * Demonstrate excellent IT skills. * Ability to multitask and prioritise work. * Team player * Excellent communication skills * Excellent negotiating skills * Excellent eye for detail * Building compliance regulations * Hard & Soft FM functions * Facilities management best practice * Experience of using CAFM software or other PPM platforms |  |
| **Specialist training** |  | * First aider * Fire Marshal |
| **Personal competencies and qualities** | * Patience and resilience * Adaptive to change. * Ability to make judgement calls at critical times. * Driving licence and access to transport |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 01/03/24 | Updated to include Spire Head Office |