

SINGLE CORPORATE SERVICES

ESTATES & FACILITIES

Job title:	Estates Contract & Lifecycle Manager	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Head of Estates	
Accountable to:	Director of Estates, Facilities and PFI	
Pay Band:	8b	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

To lead on the regulatory compliance and contractual management for the contracted out Hard FM services of the Trust PFI contract, safeguarding capacity, cost/value for money and service continuity.

To deputise for the Head of Estates

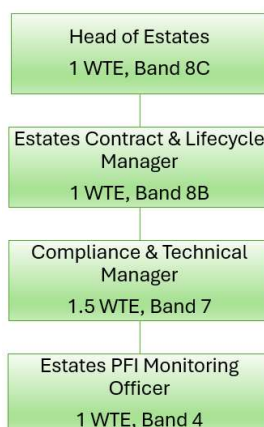
Job summary

- To be responsible for the compliance, operational performance, and contractual management to the Hard FM services of the Trust PFI contract. The contract consists of the provision of complex Hard FM life safety systems and activities to provide a safe compliant environment for staff, visitors and patients so agreed terms of the contract are met and that can be demonstrated under audit.
- To provide leadership and support to deliver the Hard FM services across all contractual boundaries, considering the impact on patients in the delivery of those services.
- To provide assurance to the Trust through the service monitoring, contract governance, and detailed technical reviews that the performance of all Hard FM services meets the needs of the Trust, complies with contract requirements, and satisfies technical statutory and mandatory obligations pertinent at the time to provide a safe and compliant healthcare environment.
- To be responsible for the performance, data management, and quality management of the Hard FM elements of Trust contracts and service providers in line with the obligations, schedules, and agreed KPI's.
- Ensure Hard FM service providers deliver their obligations under their respective contracts and maintain robust performance and quality management measures to track and evidence compliance with contractual responsibilities.
- Develop a strategy and lead on the monitoring of the building condition to ensure the infrastructure is maintained in accordance with contractual requirements (notably condition B). Interrogate complex data sets to identify elements of the infrastructure that

may require early replacement, identify the relevant party responsible and where required seek additional funding where the Trust has direct responsibility.

- Lead on technical and engineering aspects of asset lifecycle works, including financial and project management where this has been agreed as part of developments or Deed of Variation agreements.
- Lead and develop the Estates Performance (Technical, Compliance & Monitoring) Team.
- Work collaboratively to develop and maintain working relationships with the various contracting parties, partners, and stakeholders.
- Lead ongoing improvements in estates performance, lifecycle sustainability, and technical compliance to deliver continuous enhancement to the overall patient and end user experience across the Trusts estate.
- Lead and support the identification, investigation and resolution of complex technical issues arising across the Trust's estate.
- Represent the Estates function on relevant committees and lead on safety groups.
- Ensure the Trust complies with relevant statutory, regulatory, and good practice related standards concerning Estates Management.
- Contribute to the Development, implementation, and maintenance of the Trust's Estate Strategy and long-term asset management planning.
- Prepare and submit capital and revenue business cases internally and externally.
- Manage delegated budgets for Estates services.
- Undertake regular review of the Hard FM annual and 5-year forward plan PPM programme and provide assurances it provides compliance under the obligations of the contract.

Organisational Chart



PHU Estates Hard FM

Specific Core Functions

- Provide strategic and operational advice on Estates matters at a senior level to the organisation up to and including executive/board level.
- Lead on all Estates issues as a qualified estates professional. Advise, negotiate, and act for the Trust on highly complex Hard FM life safety systems and Estates issues locally, regionally, and nationally.
- Act as the Trust's lead on Estates technical and engineering matters requiring detailed knowledge of key NHS legalisation, policies and guidance e.g., HTM, HBN, ACOPs.

- Deputise for the PHU Head of Estates as required.
- Participate in Trust initiatives aimed at improving services or value and ensure incorporation into Estates services.
- Monitor changes in legislation, complex technical guidance, and NHS standards; interpret, assess, and manage their implementation through robust contract management and technical variation processes across all Trust provider agreements.
- Provide effective and professional leadership of the estate's services/hard FM elements of the Trusts contract's and ensure collaborative working and reporting to the Trust representative responsible for the strategic leadership of the contract.
- Lead and manage the development and implementation of strict governance procedures to identify all operational obligations and activities are undertaken in accordance with corporate policy and contracts, utilising data management systems to demonstrate compliance as part of a monthly cycle of reporting.
- Act as the "intelligent customer" for the Trust, combining a strong technical background (preferably mechanical or electrical) with commercial acumen to navigate complex contract documentation and protect Trust interests.
- Provide overall responsibility for compliance and lifecycle management across the satellite sites, while maintaining strategic oversight of data management and lifecycle planning for the main QAH site—specifically directing works where lifecycle delivery sits as a direct Trust responsibility due to Deeds of Variation agreements.
- Support the Trust in identification and delivery of energy saving and carbon reduction initiatives.
- Represent the Estates function on relevant committees and working groups, including chairing some groups.
 - Water Safety Group
 - Ventilation Safety Group
 - Electrical Safety Group
 - Fire Safety Group
- Lead on the development of the strategies for the effective contract, performance, and life cycle management of the Trust's Hard FM contracts.
- Manage the estates services contracts and develop and manage a collaborative contractual relationship with the parties, adopting a partnership approach to the relationship with the contracting parties and the users of the facilities.
- Influence and negotiate with senior leaders and contracting parties to manage complex situations and disagreements. This will involve communication, collaboration, negotiation, diplomacy and co-ordinating to resolve issues.
- Work in a strong and effective corporate manner, working with key stakeholders to identify commercial and lifecycle opportunities and safeguard the Trust against contractual and operational risks in a politically sensitive environment.
- Lead and manage the development and implementation of strict governance procedures to identify and confirm all Hard FM commercial, variation, and project activities are undertaken in accordance with corporate policy and develop strong reporting procedures to the Head of Estates.
- Build compassionate understanding and influential relationships with staff at all levels to ensure escalated issues and concerns are resolved and desired outcomes are met.
- Develop, implement and manage the auditing and information systems associated with Estate's service contracts.
- Establish regular communications with all Estates and FM Service Providers to review contract performance, agreeing corrective actions and establishing associated enhanced monitoring where required.

- Utilise advanced project management skills to lead the delivery, negotiation, and successful execution of lifecycle works, technical variations, and minor capital projects across the estate.
- Lead Hard FM contract review meetings and lifecycle planning for the Trust and participate in other senior meetings.
- Engage with the Trust's financial team to identify and resolve financial issues arising within monthly performance monitoring report and costs arising from Trust lifecycle responsibility.
- Manage budgets for Estates services through the development of financial controls and monitor expenditure to ensure that services are delivered within the resources available.
- Benchmarking estates services and ensure value for money is achieved including lifecycle activities.
- Manage contract risk; maintain a robust risk register for Hard FM estates. Implement strategies to mitigate the risk through preventative action and proactive management.
- Analyse areas of tension and conflict taking remedial actions to ease tensions and negotiate remedies. Resolve conflict arising from contracts or project execution, ensuring the patient experience is not detrimentally impacted. Escalate formal disputes to Head of Estates.
- Produce monthly reports to the Head of Estates on contract performance, quality effectiveness, compliance data, project milestones, and rectification plans.
- Authorise purchase requisitions and non-PO invoice payments within delegated limits.
- Develop with colleagues, Trust Users and contracting parties arrangements and processes for the successful delivery of relevant aspects of the asset lifecycle and backlog maintenance programme.
- Identification and implementation of opportunities to reduce energy and utilities consumption and cost. Contribute to business cases for investment where required to implement opportunities.
- Working with the Trust Energy Manager review energy performance information reports and ensure measures are in place to identify and eliminate energy waste.
- Contribute to the development and implementation of the Trust's Sustainable Development Management Plan.
- Ensure appropriate records and other documentation are retained and maintained in respect of the estate systems, buildings, and installations.
- Lead on the identification and implementation of continuous improvement processes in the Estates functions. Use and encourage others to use computer software and CAFM/data services to improve efficiency.
- Prepare and submit on behalf of the Trust, accurate and timely completion of statutory and mandatory returns and data collection for NHSE/I, DHSC and other bodies as required.
- Provide responses to Freedom of Information requests in respect of Estates Services.
- Act as Estates lead for relevant CQC outcomes and any successor requirements.
- Management and development of estates staff, ensuring staff are annually appraised, essential training completed, development objectives are agreed, and performance levels achieved.
- Establish and maintain the department's staffing complement ensuring appointments, employment matters are resolved and disciplinary matters are conducted in compliance with Trust policies.
- Take positive action to gain an understanding of sustainability and climate change and how the Trust is responding, demonstrating a commitment to reducing the carbon and energy footprint..

- To undertake any other reasonable duties as requested, this may include responsibilities not normally covered on a day-to-day basis.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- The post holder will be responsible for formulating long-term, strategic plans, which involve uncertainty, and which may impact across the whole organisation.

Physical Skills

- The post has minimal demand for work related physical skills.

Patient Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- The post holder is responsible for major policy implementation and policy or service

Financial Management

- The post holder holds a delegated budget from a budget for a department/service.

Management/Leadership

- The post holder is the line manager for multiple services, with responsibility for appraisals, managing sickness absence, dealing with disciplinary and grievance issues, leading on recruitment and selection, staff development and succession planning and managing all aspects of people management.

Information Resources

- The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	
Qualifications	• Relevant degree, equivalent level qualification or experience • Technical studies and qualifications in relevant disciplines	• Continuing Professional Development. • Professional Registration (Engineering Council, Chartered/Incorporated Engineer, IWFM, or similar). • Corporate membership of a relevant Professional Institution. • Formal management or accredited Project Management qualification (e.g., PRINCE2, APM).	
Experience	• Minimum of 5+ years' experience in an Estates, Technical or contract management role within an estate's environment preferably within Healthcare/MOD or other regulated environment. • An understanding of legislation/guidance such as Health Building	• Experience in an NHS setting • Experience in people management • Experience in a related asset planning or contract variations area in a senior capacity for a relevant period of time.	

	standards (HBN's & HTM's) • Demonstrable experience of leading and working effectively as part of a multi professional team, often involving complex and contentious information. • Track record of delivery to tight deadlines		
Knowledge	• Strong, comprehensive understanding of legislation/guidance such as Health Building Standards (HBN's & HTM's) and statutory health and safety regulations. • Knowledge of strategic infrastructure lifecycle planning, data management, and asset care models. • Understanding of complex contract frameworks (including PFI, NEC, or bespoke healthcare service level agreements).	• Overall understanding of current health service sector issues. • Understanding of Private Finance Initiative contracts and contract management from a client's perspective.	
	• Demonstrable project management skills with a track record of delivering technical schemes to tight deadlines. • Strong analytical, data management, and problem-solving skills; ability to interpret complex technical and compliance information. • Excellent interpersonal, communication, and negotiating skills, able to convey highly contentious/complex technical issues to persons at all levels.	• Skill in developing technical policy and procedural documentation. • Ability to think and act strategically as well as practically.	

	• Confident in understanding, evaluating, and tracking financial and lifecycle data.		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures

- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.