**SINGLE CORPORATE SERVICES**

**ESTATES & FACILITIES**

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| **Job title:**  | Estates PFI Contract Manager | ***To be completed by HR*** *Job Reference Number*  |
| **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**

1. To be responsible for the compliance 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.
2. To provide leadership and support to deliver the Hard FM services through the PFI contract considering the impact on patients in the delivery of those services.
3. To provide assurance to the Trust through the service monitoring, contract and technical reviews the performance of all Hard FM services meets the needs of the Trust and complies with the contract requirements and terms and technical statutory and mandatory obligations pertinent at the time to provide a safe and compliant healthcare environment.
4. To be responsible for the performance and quality management of the Hard FM elements of the PFI contract and service providers in line with the obligations and schedules of the contract.
5. Ensure the Hard FM PFI service providers deliver their obligations under the contract and introduce performance and quality management measures to track and evidence compliance with contractual responsibilities.
6. Develop a strategy and lead on the monitoring of the building condition to ensure the infrastructure is maintained in accordance with the requirements of the contract, 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 seeking additional funding where the Trust is responsible.
7. Lead on technical and engineering aspects of PFI life cycle works, including financial management where this has been agreed as part of developments Deed of Variations.
8. Lead and develop the Estates Performance (Technical, Compliance & Monitoring) Team.
9. Work collaboratively to develop and maintain working relationships with the various PFI contracting parties.
10. Lead the on-going improvements in estates performance and compliance to deliver continuous improvement, enhancement and sustainability to the overall patient and end user experience across the Trusts estate.
11. Lead and support the identification, investigation and resolution of complex technical issues arising across the Trust’s estate.
12. Represent the Estates function on relevant committees and lead on safety groups.
13. Ensure the Trust complies with relevant statutory, regulatory, and good practice related standards concerning Estates Management.
14. Contribute to the Development, implementation, and maintenance of the Trust’s Estate Strategy and preparation for PFI handback.
15. Prepare and submit capital and revenue business cases internally and externally.
16. Manage budgets for Estates services.
17. 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**



**Specific Core Functions**

1. Provide strategic and operational advice on Estates matters at a senior level to the organisation up to and including executive/board level.
2. 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.
3. 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.
4. Deputise for the PHU Head of Estates as required.
5. Participate in Trust initiatives aimed at improving services or value and ensure incorporation into Estates services.
6. Monitor changes in legislation, complex technical guidance, NHS standards and local developments, interpret, assess, and ensure they are reflected, where necessary by negotiation with Service Providers, into the FM service specifications.
7. Provider effective and professional leadership of the estate’s services/hard FM elements of the Trusts PFI contract and ensure collaborative working and reporting to the Trust representative responsible for the strategic leadership of the contract.
8. Lead and manage the development and implementation of strict governance procedures to identify and confirm all PFI obligations and activities are undertaken in accordance with corporate policy and contracts and develop a strong reporting procedure to demonstrate compliance as part of a monthly cycle of reporting.
9. To understand the Trusts business and contract documentation as an intelligent customer, to understand implications of problems and/or opportunities over the life of the PFI contract.
10. Lead on technical and engineering aspects of life cycle works.
11. Support the Trust in identification and delivery of energy saving and carbon reduction initiatives.
12. Represent the Estates function on relevant committees and working groups, including chairing some groups.
	* Water Safety Group
	* Ventilation Safety Group
	* Medical Gases Safety Group
	* Electrical Safety Group
	* Utilities Group
	* Carbon Reduction Group
	* Fire Safety Group
13. Lead on the development of the strategies for the effective contract and performance management of the PFI contract.
14. Manage the PFI contract estates services and develop and manage a collaborative contractual relationship with the parties. Develop, implement, and maintain robust control and monitoring processes for the management of the PFI Estates FM contract, adopting a partnership approach to the relationship with the contracting parties and the users of the facilities.
15. Influence and negotiate with senior leaders and PFI contracting parties to manage complex situations and disagreements. This will involve communication, collaboration, negotiation, diplomacy and co-ordinating to resolve issues.
16. Work in a strong and effective corporate manner, working with key stakeholders to identify commercial opportunities and safeguard the Trust against contractual and operational risks in a politically sensitive and contentious environment.
17. Lead and manage the development and implementation of strict governance procedures to identify and confirm all Hard FM PFI commercial activities are undertaken in accordance with corporate policy and develop strong reporting procedures to demonstrate compliance as par of a monthly reporting cycle to the Head of Estates.
18. Build compassionate understanding and influential relationships with staff at all levels to ensure escalated issues and concerns are resolved and desired outcomes are met.
19. Develop, implement and manage the auditing systems associated with Estate’s service contracts for PFI contract.
20. Establish regular communications with all Estates and FM Service Providers to review contract performance, agreeing corrective actions and establishing associated enhanced monitoring where required.
21. Prepare and negotiate with contracting parties on service specifications, service level agreements including contract amendments and variation enquiries in line with the standard payment mechanism.
22. Lead PFI Hard FM contract review meetings and lifecycle for the Trust and participate in other senior meetings.
23. Engage with the Trust’s financial team to identify and resolve financial issues arising within the monthly PFI performance monitoring report and costs arising from Trust lifecycle responsibility arising from Deeds of Variation.
24. Manage budgets for Estates services through the development of financial controls and monitor expenditure to ensure that services are delivered within the resources available.
25. Benchmarking the PFI estates services and ensure value for money is achieved including lifecycling.
26. Manage contract risk; maintain risk register for Hard FM PFI estate. Implement strategies to mitigate the risk through preventative action and management attempt to reduce any action being raised.
27. To analyse areas of tension and conflict. To determine and free to act to take remedial actions to ease tensions and negotiate remedies. To make and resolve conflict arising from the contract and performance thereof, ensuring the patient experience is not detrimentally impacted. To escalate where formal disputes are raised to the Head of Estates.
28. To produce monthly reports to the Head of Estates on the performance, quality effectiveness, non-compliance, and rectification plans.
29. Authorise purchase requisitions and non-PO invoice payments.
30. Develop with colleagues, Trust Users and contracting parties arrangements and processes for the successful delivery of relevant aspects of the PFI life cycle and backlog maintenance programme.
31. Identification and implementation of opportunities to reduce energy and utilities consumption and cost. Contribute to business cases for investment where required to implement opportunities.
32. Working with the Trust Energy Manager review energy performance information reports and ensure measures are in place to identify and eliminate energy waste and ensure all utilities supply contracts offer best value.
33. Contribute to the development and implementation of the Trust’s Sustainable Development Management Plan. Monitor and report on relevant elements of the Trust’s Carbon Footprint and prepare information for the Trust’s Annual Report.
34. Ensure appropriate records and other documentation are retained and maintained in respect of the estate systems, buildings, and installations.
35. Lead on the identification and implementation of continuous improvement processes in the Estates functions. Use and encourage others to use computer software and services to improve efficiency and provide a better service for the Trust.
36. 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.
37. Provide responses to Freedom of Information requests in respect of Estates Services.
38. Act as Estates PFI lead for relevant CQC outcomes and any successor requirements. Contribute to reporting on other relevant outcomes.
39. Management and development of estates staff, ensuring staff are annually appraised, essential training completed, development objectives are agreed, and performance levels achieved.
40. Establish and maintain the department’s staffing compliment ensuring appointments, employment matters are resolved and disciplinary matters are conducted in compliance with Trust policies.
41. The postholder to take positive action to gain an understanding of sustainability and climate change and how the Trust is responding and lead on demonstrating a commitment to reducing the carbon and energy footprint for soft FM services.
42. 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**

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| **Criteria** | **Essential** | **Desirable** |  |
| **Qualifications** | Relevant degree, equivalent level qualification or experience * Technical studies and qualifications in relevant disciplines
 | * Post qualification evidence of Continuing Professional Development
* Professional Registration (Engineering Council or BIFM or similar)
* Corporate membership of a relevant Professional Institution
* Formal management training/qualification.
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| **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 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  | Experience in an NHS setting Experience in people management Experience in a related area in a senior capacity for relevant period of time  |  |
| **Knowledge**  | Must be able to demonstrate leadership skills and be confident in managing any change issues. Demonstrable problem-solving and decision-making skills: ability to analyse complex, sensitive and contentious information (often where opinions differ, diagnose problems, identify solutions and present complex information to others in a format that fosters engagement and understanding. Excellent interpersonal, communication and negotiating skills, able to convey highly contentious and highly complex issues to persons at all levels. Ability to build and maintain good, effective and robust working relationships with a wide range of people at all levels. Whilst the postholder does not require a financial qualification the postholder must be confident and experience in understanding and using financial information. Demonstrable contract management, technical compliance, delivery governance to a set of compassionate organisational values and service level agreements. Leading on third part best in class performance through co-operation, relationship and contract management. Demonstrable understanding and application of Business Continuity, Health & Safety and Sustainable ways of working, monitoring and management of third-party providers. Ability to gather and analyse data, compile information, and prepare reports. Including providing expert advice to clinicians etc on a wide range of estate management issues. * Ability to think and act strategically as well as practically

Skill in developing policy and procedural documentation. Computer literate. Ability to communicate effectively, both orally and in writing. Knowledge of financial/business analysis techniques. Ability to serve on task forces and/or committees.  | Overall understanding of current health service sector issues Understanding of Private Finance Initiative contracts and contract management from a client’s perspective  |  |

**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 every day 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.