

Estates Operations Manager

Department: Health & Community Services

Division: Estates & Hard Facilities

Reports to: Head of Estates & Hard Facilities

JE Ref: HCS1184.1

Grade: CS12 **JE Date:** 28/03/2023

Job purpose

To provide professional leadership support as a Speciality Manager and deputise for the Head of Estates and Hard Facilities as and when required.

Develop, monitor and improve estates and facilities infrastructure operations, protocols and departmental policies. Act as construction project delivery 'intelligent client' supporting professional design teams with relevant legislation, standards, protocols and departmental policies.

The Estates Operations Manager is responsible for leading on co-ordinating and implementing the delivery of essential Planned Preventive Maintenance (PPMs) programmes that meet statuary compliance across the Health & Community Services Building, Mechanical and Electrical teams.

Manage a portfolio of complex service contracts and delivering these to exceptional standards within a health setting. The post holder will be lead on the tender and procurement of new contracts and negotiations for renewals while constantly working towards efficiency targets.

Responsible for the daily management of the Asset Manager and Estates Helpdesk Clerk and be the named super user for Health asset management, including medical equipment, software systems within the Estates team.

Job specific outcomes

- 1. Lead technical expert providing direction on the portfolio of maintenance for all HCS buildings and associated plant to ensure compliance with all relevant Health Technical Memorandum guidance, building standards and health and safety legislation to provide a safe environment for staff, patients and clients.
- Maintenance Service Contracts Manager and lead expert on providing due diligence for contract procurement and on-going management, to ensure agreed obligations are being achieved. Effectively manage the exit planning of existing contracts to ensure a timely transition to new suppliers is seamless.



- Analyse performance data in both people and infrastructure outputs and work with staff and contractors to develop appropriate processes and governance to ensure contract performance is meeting service legal agreements.
- 4. Undertake quality assurance reviews, audit risk assessments and prepare technical specifications using regulatory standards i.e. British Standards, European, Industry best practice and Health Technical Memorandum guidance to secure high quality maintenance services and contracts across multiple construction projects.
- 5. Undertake training and duties of Authorised Person (Specialist training) where appropriate and required to include but not limited to Medical Gasses, Decontamination, Pressure Systems, HVAC, Water, Fire, Electric and Confined Spaces etc.
- 6. Lead contact with external contractors on reviewing Risk Assessments and the issuing of HCS Permits to Work to ensure there are no risks to any employee's health and safety while in the work place.
- 7. Monitor and report on performance against agreed Key Performance Indicators (KPI's). Provide professional and technical subject matter on infrastructure and facilities related issues to the Department Leadership Team, Senior Managers and Executive Officers within HCS and external organisations, including but not limited to Designers, Contractors and Consultants.
- 8. Develops policies, implements solutions to improve systems, services, and incident procedures across the HCS estate. Particular emphasis on improving the control, delivery and evidencing of building, M&E compliance activities, including but not limited to asbestos management, water management, fire safety, statutory insurance inspections.
- 9. To provide professional leadership support and deputise for the Estates & Hard Facilities Manager. Assist with the identification and justification of Revenue Budget projects and assist with the production of Business Cases and Project Requests.
- 10. Responsible for the overall day-to-day management of the Asset Manager, including critical medical equipment, Compliance team and the HCS Helpdesk Clerk offering help and guidance on any issues that may arise and ensure Compliance or Helpdesk operations are carried out productively and in line with HCS policies.

Statutory responsibilities

The post holder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.

To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989.

To work in accordance with the Data Protection (Jersey) Law;

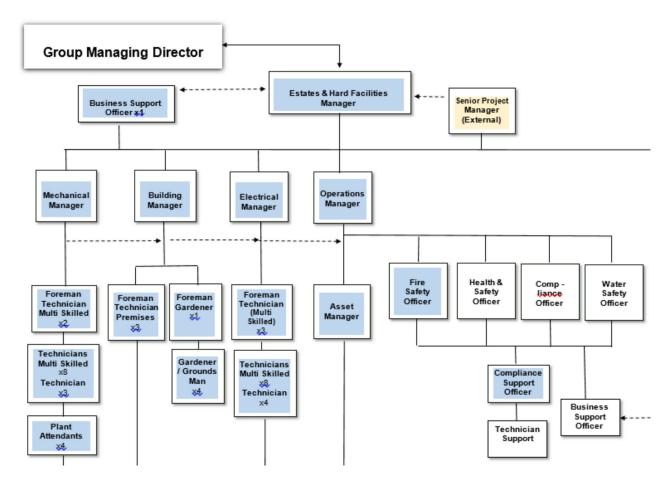


This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure









Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	HNC in Mechanical, Electrical Engineering or Building Studies	Health & Safety e.g. NEBOSH/IOSH
	A relevant degree and professional qualifications in Facilities Management or the built environment. Qualified purchasing professional (achieved or willing to work towards a CIPS qualification) Membership of a relevant professional body. (e.g. IHEEM, CIOB, RIBA, IEE, ImechE, CIBSE)	A good understanding of the Government of Jersey statuary requirements in Financial, Planning and Building Bye-Law. Project Management e.g. PRINCE 2; Health & Safety e.g. NEBOSH/IOSH; and a recognised leadership qualification.
	Member of, or studying for membership of, the International Association for Contract and Commercial Management (IACCM)	
Knowledge	Specialist knowledge of contract management methodologies. Knowledge of building construction processes and civil engineering techniques.	The activity and processes of Government including interaction between politicians and officials.
	Understanding of planning, legal and regulatory frameworks relevant to the Government of Jersey. HCS departmental functions or a	The Growth, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role.
	government organisation in a similar jurisdiction. Proof of ongoing CPD.	Knowledge of States of Jersey financial processes and experience of reviewing budgets
		Health & Safety legislation, Health Technical Memorandum & Health Building Notes.
		Past experience of successful contract



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		management and AP Engineering development
Technical / Work-	Computer literate with ability to	Driving licence (Group B)
based Skills	operate the Microsoft Office package.	Concerto
Daseu Skilis	operate the inicrosoft Office package.	Supply Jersey
	User of project management systems	Cupply deligey
	or alternative solutions that allow for	User of CAD software or
	creation and management of project	similar computer based
	workflows, task distribution and	design solutions.
	resource planning.	acoign colditions.
•	Toodaroo piarii iii gi	Understanding of risk
	Ability to work completely	assessments and action
	independently as well as part of a	planning.
	team with strong leadership and	Figg.
	communication skills, together with a	
	positive work ethic. Must be self-	
	motivated, work and operate in a	
	highly flexible, pro-active and	
	professional manner with a strong	
	customer focussed approach.	
	Will need to have an excellent	
	understanding of engineering systems	
	ideally in a healthcare environment	
	and you will have strong	
	communication skills.	
	Understanding of risk assessments	
	and action planning.	
General	Ability to interpret architectural and	
Skills/Attributes	engineer drawings.	
	Other and resisting a big beginning a billion	
	Strong relationship building skills.	
	Good planning and organising skills	
	Good planning and organising skills so as to generate medium and long-	
	term strategic plans for the relevant	
	areas of responsibility.	
	areas of responsibility.	
	Ability to lead, motivate and manage	
	teams to facilitate achievement of high	
	delivery and performance and	
	manage poor behaviour.	
	ago poor boriaviour.	
	Excellent verbal and written	
	communication skills.	
	Ability to produce written materials	
	(e.g. letters, reports, discussion	
	papers, proposals) to a high level for	
	presentation.	



	Ability to communicate effectively to senior stakeholders.	
Experience	Practical experience of running a portfolio of complex contracts through all stages and delivering these to exceptional standards.	Experience setting and deploying programme management strategy at departmental / divisional level.
	Finance and budgetary management experience at a senior level. Experience of contract negotiation,	Experience of contract negotiation, management and administration.
	management and administration.	
	Experience of working with contracts and/or delivery within a project management environment, especially within a health and community services setting	
	Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change.	
	Experience working alongside senior stakeholders within the public sector or a similar context.	
	Related industry experience. Or can demonstrate equivalent proven experience.	
	Training and duties of Authorised Person(s) for compliance reasons.	



Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey Tier 4 core accountabilities attributes and behaviour indicators.