

Head of Estates & Infrastructure (Hard Facilities Management)

Department: Health and Community Services (HCS)

Division: Estates

Reports to: Director of Clinical Services

JE Ref: HCS566.1

Grade: CS15

JE Date: 11/10/2023

Job purpose

The Head of Estates & Infrastructure is responsible for providing both strategic and operational leadership for this non-clinical service group to ensure that services are of high quality, clinically sound and delivered cost effectively.

To provide professional leadership and oversee the development and implementation of policy, maintenance compliance and relevant health and safety systems across the healthcare portfolio of buildings, engineering plant and services, medical equipment and capital construction programmes to ensure the healthcare estate is serviceable for all patients, public and staff.

Job specific outcomes

1. Introduce new and innovative strategies and ways of working to maximise the organisational efficiency of services offered.
2. Regularly brief the Health Executive and Council of Ministers, providing the data and analysis required to make informed priority, policy and resource allocation decisions, to manage performance against Government Plans and to hold internal teams and external contractors to account. This will result in an improvement of the government's impact on the delivery of Health and Community services Estate.
3. Implement the service strategy for each service under the post holder's remit to support departmental and Government of Jersey objectives and values with specific responsibility for leading the services' core objectives and business plan.
4. Lead the annual financial planning for the group, producing a detailed and co-ordinated business plan in order to meet financial and operational targets.
5. Accountable for strong operational and specialist leadership to ensure that Estates services and infrastructure are working to recognised standards and that specialist duties are discharged effectively. This will include compliance to Health and Safety legislation, Health Technical Memorandum and British Standards across Health & Community Services.
6. Implements exceptional governance and compliance throughout the department, ensuring high quality and cost-effective service provision that is safe. Ensures that systems, processes and information flows are in place to maintain oversight of risks and issues, establishing metrics and evaluation that is valid and fit for purpose.

7. Accountable for the monitoring and review of services performance standards against agreed objectives in order to identify where intervention is required and propose adjustments to service delivery as necessary.

8. Leads in the production of cost-efficiency programmes for Estates services in order to balance effective service delivery with the evolving demands and needs of the healthcare system.

9. Accountable to provide specialist advice in relation to Estates & Infrastructure services on matters of operational and specialist nature to effectively represent the department at key leadership forums. Act as the departments 'intelligent client' and provide subject matter for future design of services. (New hospital).

10. Leads, develops and implements plans for Estates activity, including budget and programme control of major and minor capital construction works to improve quality and efficiency of services to ensure that resources are utilised in an effective manner.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

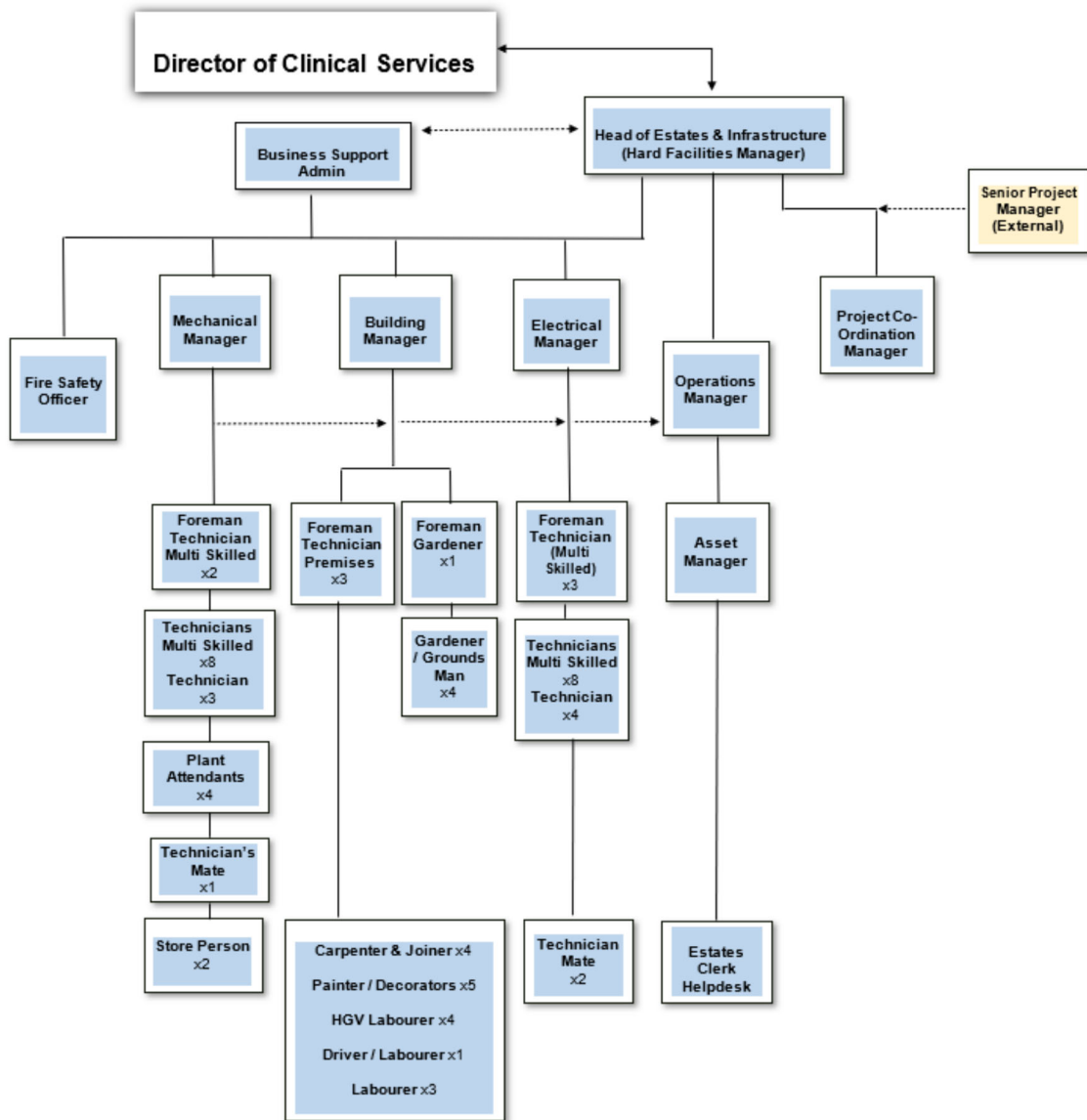
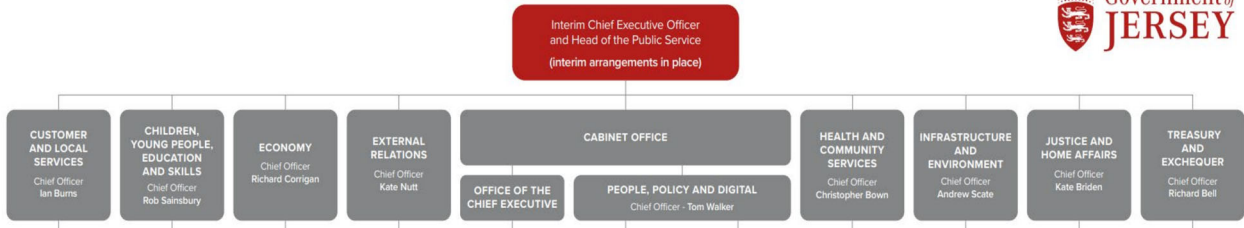
<Delete the following statement if not applicable>

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

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

- Estates Management
 - Building Maintenance Services
 - Mechanical Maintenance Services
 - Electrical Maintenance Services
 - Refuse Collection & Labour Service
 - Gardening Services
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- *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;*
 - *To undertake such other duties as may be reasonably expected.*
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Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>A relevant degree or the equivalent experience e.g., within Public Service Policy or Management.</p> <p>Master level qualification in appropriate professional field.</p> <p>Management / Leadership qualification or equivalent professional experience.</p>	<p>Project / Programme Management.</p> <p>HNC Building Studies</p> <p>Evidence of continuing professional development</p>
<p>Knowledge</p>	<p>Knowledge in the management of building construction with focus on Mechanical and Electrical services.</p> <p>Knowledge in the management of Estates and Facilities within a large organisation.</p> <p>Knowledge of risk management and assessment of cause, impact and mitigation</p> <p>Knowledge of commissioning/ procurement of services</p> <p>Knowledge of performance management/development of metrics</p> <p>A strong understanding of corporate governance frameworks.</p> <p>In-depth experience of managing operational health and care services</p> <p>Understanding the needs and challenges of working</p>	<p>Jersey health and care context</p> <p>Knowledge of medical devices and equipment servicing.</p>

	<p>with a wide range of stakeholders.</p> <p>Understanding of the strategic, legislative and political frameworks of the States of Jersey and ability to operate at the highest level within them</p>	
Technical / Work-based Skills	<p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p> <p>Highly developed business and reasoning skills. Outstanding analytical skills, with advanced knowledge, experience and judgement to analyse and interpret highly complex / multifaceted problems and situations.</p> <p>Report writing / business case drafting.</p> <p>Budget management and financial planning.</p> <p>Exceptionally organised & able to deal with multiple competing priorities and a high workload.</p> <p>Legislative understanding of Health & Safety Law.</p>	
General Skills/Attributes	<p>Ability to present effectively, both verbally and in writing.</p> <p>Highly resilient, maintaining effectiveness under significant pressure.</p> <p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p>	

	<p>A pragmatic approach with the ability to develop innovative approaches to change and service delivery.</p> <p>Problem solver / confident decision-maker</p> <p>Ability to operate strategically, leading the development and implementation of departmental strategies and organisational objectives</p> <p>Confident decision maker with the ability to work autonomously</p>	
<p>Experience</p>	<p>Significant operational experience running a large number of complex health and community services and managing operational service delivery.</p> <p>Experience of developing and managing multiple budgets of at least £10m</p> <p>Experience in managing workforces including unionised staff.</p> <p>Demonstrable experience of negotiation and influencing skills</p> <p>Leading the development and delivery of strategy Project / programme / change management experience.</p> <p>Experience of building and maintaining stakeholder relationships with a focus on delivery.</p>	

	<p>Experience of promoting a culture where digital systems are used to support business improvement.</p> <p>Experience working with politicians and proven political acumen to ensure the progression of service plans, strategies and outcomes.</p> <p>Performance management of senior staff, services and contracted services.</p> <p>Experience of representing Director General-level colleagues, successfully contributing to projects which impact across government services.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

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 1 to 3 core accountabilities, attributes and behaviour indicators.