

Job Description:
ORC Estates – Deputy Head of Estates

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| Function: | **Hard FM (Estates) Healthcare** |
| Position:  | Deputy Head of Estates |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Head of Estates** |
| Additional reporting line to: | N/A |
| Position location: | **Manchester University Foundation NHS Trust (Oxford Road)** |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| A key and critical role within the Hard FM Estates SLT this role will focus on accountability in the team’s performance of the Operations & Maintenance Planned, Corrective and Reactive requirements of the Manchester Royal Infirmary PFI Estates Oxford Road CampusThe role reports directly to the Head of Estates. The main objective is to assure all Maintenance requirements are enabled through the skilled workforce in place in a timely and quality driven way while assuring contractual obligations and performance standards are achieved.There is a fundamental need to work closely with the Projects, Compliance, Technical, Health & Safety, & Commercial Managers while operating the Maintenance Plans, so the job holder must be skilled in stakeholder and customer management.To assure the skilled workforce are HTM Appointed, Approved and Responsible Persons certifications and appointments are maintained, and Authorising Engineer’s Audits and Action Plans are successfully achieved.The role has in the region 8 direct reports with a downstream team of approximately 80 engineers and 60 sub-contractors, therefore accountability on developing and rolling out the department Training, Learning & Development plan is vital.People Manager therefore accountable for the performance, development & succession planning of the Hard FM team.Team Leadership: Leading AP’s and a multi-disciplinary team responsible for maintenance and repairs, ensuring that staff are trained, motivated, and enabled to deliver a high standard of service.Emergency Preparedness the Deputy Head of Estates will play a crucial role with the Head of Estates in further developing and implementing emergency plans, ensuring the hospital can continue operating during emergencies such as power outages or equipment failures.Collaboration with Trust Partners working closely to understand their needs and ensure that the physical environment supports the highest levels of patient care. |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| To perform this job successfully, the jobholder must be able to perform each essential duty satisfactorily. * Be accountable to the Head of Estates for the Hard FM department performance
* Live and promote all Sodexo values, ethics and codes.
* Delegate responsibility appropriately and performance evaluate each manager correctly and frequently.
* Develops, maintains, and implements operating and BCP & ERP procedures.
* Maintains and assures all HTM and Contractual Obligations are achieved.
* Delivers and maintains high standards relating to health and safety performance and culture, environmental compliance and site housekeeping.
* Assures all stock levels are available to service the requirements of Hard FM – works closely with the Stores Manager and Estates Officers in assuring the detail.
* Working closely with the Projects Manager and Assets Manager, assures the Planned Maintenance 1 year and 5-year plans are aligned with the Estates Assets data, OEM and O&M Technical data and Statutory / Regulatory / Best Industry Practice requirements.
* Assures all Subcontractor and Supply Chain services are reported and assessed for detail and all follow-on corrective works are facilitated through Global Maximo and actioned accordingly.
* Assures the Hard FM Team use of Maximo/EZMax is correct and productive to contract obligations.
* Key stakeholder in MUFT Estates working groups such, but not limited to, as Electrical, Water, Vent, Fire and MGPS
* Responsible for implementation of all job plans and risk assessments.
* Supports with investigations into plant reliability and process issues including providing technical expertise, evaluating process variables, maintaining records, writing reports and taking appropriate action to ensure plant operations remain within design and regulatory requirements.
* Delivers improvements by identifying issues, making recommendations and implementing plans.
* Prepares and maintains operating budgets and provides sanction for all operational overtime.
* Provides leadership and supervision of operational team personnel, ensuring they are properly trained, certified and appointed as appropriate.
* Develops staff training programmes specific to contract obligations and development/succession planning.
* Undertakes all aspects of staff management, including recruitment, appraisal, supporting ongoing development and discipline of operational staff).
* Maintains communication with all work teams to ensure they are informed of all matters affecting plant operations - including management of the shift rotas for operations staff.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Create, establish and enable Internal Governance procedures offering the efficient management of cost value reports.
* Manage the department strategic Hard FM Risk Management detail.
* Identify, manage, reduce and drive out unnecessary costs and inefficient activities.
* Working with the Finance Manager, ensure the department budgets & cash flows are managed and controlled in strict accordance with the contract obligations and achieve savings where possible.
* Develop Learning and Development training programs by working closely with all Approved Persons, Competent Persons and Authorising Engineers.
* Manage and Maintain all Authorising Engineers, Approved Persons and Competent Persons registers assuring all training and certifications are up to date and contractually achieved.
* Be part of the wider organisations Hard FM Working Groups (Tech) to assure compliance with Company Policies & Standards.
* Working with the Asset, Lifecycle, Commercial Managers and Tech Director, develop technology driven process which enables better ways of working with dashboard reports on engineering compliance.
* Working with the Operational Leads, including Soft Services to enable processes which supports self-delivery wherever possible and sub-contractors only where required.
* Anticipate, plans & enables Change Management requirements of Hard FM resources within all projects.
* Ensure that the company Legal position is protected using in depth understanding and experience of contractual, commercial, insurance and legal processes.
* Participate in Co-Operation, Consortium and Customer group meetings and forums, delivering professional detail supporting contract compliance.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Communication & Relationships Skills
* Knowledge, Training & Experience
* Analytical & Judgemental Skills
* Planning, Reporting & Organisational Skills
* Patient/ Client Care
* Financial and Physical Resources
* Policy/Service Development
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Required;* BSc or similar in an Engineering Discipline, or demonstrates extensive experience in the working environment
* Experience of Facilities Management transformation and continuous improvement
* PFI Estates experience
* Current or previous Authorised Persons appointed.
* Excellent Stakeholder engagement and management skills
* Skills in understanding dynamic and scientific engineering detail.
* Proven substantial experience and proven track record within a fast-moving Healthcare environment.
* Excellent people management and mentoring skills.
* Attend external and internal courses as required.
* Excellent understanding of Health and Safety at Work regulations.
* Excellent overall understanding of Healthcare Engineering systems and operational profiles.
* Flexible, self-motivated, dynamic, problem solver, change management & constructive.
* Must be computer literate preferably with knowledge of building management systems and automated digital systems.
* Demonstrate good verbal and written communication skills with good level of mathematical skills.
* Confident and logical under pressure but must understand urgency and respond accordingly.
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| * Capable of managing difficulty customer and stakeholder conversations in a complex PFI environment.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | Version 1 | Date | April 2025 |
| Document Owner | Paul Lanahan |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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