

Estate & Infrastructure Support Manager - Band 6

Job Description

Job Title:	Estate & Infrastructure Support Manager
Band:	Band 6
Responsible to:	Head of Strategic Estates Manager
Accountable to:	Chief Financial Officer and Deputy Chief Executive
Base:	Bristol Office (currently Bristol 360)

1. Job Purpose

The Integrated Care Board (ICB) and Integrated Care System (ICS) have four key purposes:

- Improve outcomes in population health and healthcare.
 - Tackle inequalities in outcomes, experience and access.
 - Enhance productivity and value for money.
 - Help the NHS support broader social and economic development.
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- To provide project and programme administration support to the Estates portfolio and the other activities within the portfolio of the Strategic Estates Team. This will involve leading on planning, managing and coordinating activities and projects to a high standard and to deadlines which are associated with the estates and associated infrastructure.
 - To work collaboratively to support the development and delivery of the estate and wider infrastructure portfolio to meet population and service needs that reflect strategic direction. This will require persuasion, negotiation and effective networking across the ICB, Primary Care Networks and the ICS including with directors and other senior managers.
 - To operate within the boundaries of ICB governance and budget in such a way that progresses the estates and infrastructure agendas while fulfilling wider obligations such as the Premises Costs Directions,
 - To represent the ICB on matters of estate and infrastructure related to the scope of the role and take associated task and finish activities.
 - To lead on matters related to estates and infrastructure which ensure that systems and processes affecting the portfolio are appropriately developed, fit for purpose, implemented and communicated for use.

- To link with stakeholders including landlords and tenants and ensure effective communication and cohesion across the directorate and wider ICB including with Locality leads and Primary Care. Key contacts will include healthcare providers and Primary Care Networks, NHS England/Improvement, NHS Property Services, Community Health Partnerships, and Local Authorities and the District Valuer.
- Production of templates and other materials as well as key reports for committees and other stakeholders involving collection of information from across the organisation in line with defined timetables.

Main Duties and Responsibilities

- Be aware of and have commitment to and actively promote the principles of Equality, Diversity and Inclusion. Comply with associated legislation and policies. (requirement for all roles)
- Lead areas of business including on the estates and infrastructure agenda with a focus on primary care and its development.
- Undertake specific project work, including leading on workstreams, under the direction of a project sponsor utilising relevant methodology and routines to ensure proper planning and delivery while escalating information in the required manner.
- Provide specialist secretarial/administration support and advice to the Head of Strategic Estates Manager and through project work establish systems and processes to support the portfolio.

Project and Programme Support

- Lead, manage and develop complex activities or programmes which may require formulation and adjustment.
- Support teams with Project Management including the production and updating of project plans and escalating matters in line with process.
- Develop and maintain up to date templates and other project tools and supporting materials including a dedicated ICB intranet page.
- Create and download project reports from the information produced by project teams and disseminate as appropriate, making the necessary arrangements to obtain up to date and credible information in advance.
- Collect, monitor and report on performance of projects working closely with team members and project/commissioning leads to ensure an integrated approach to project management and delivery of organisational objectives by relevant departments.
- Support relevant projects, including project meetings and responsibility for defined actions.

- Input, monitor and check data, required for finite and ongoing projects within the teams.
- Develop and maintain effective filing systems for projects to ensure that information is kept securely and is accessible to others as agreed.
- Participate in research and development activities and propose changes to practice and procedures to enhance performance and understanding of stakeholders.

Finance and Investment

- Produce bids/business cases/reports to support workstreams requiring investment/support which demonstrate case for change.
- Monitor and collect relevant project expenditure and savings.
- Supply the relevant information required for financial management by checking and sending invoices for payment.
- Ensure all invoices/ requisitions requiring approval by authorised signatory are dealt with in a timely manner and returned appropriately.

Management of supply chain

- Co-ordinate the supply of out-sourced services and ensure that materials and initiatives meet the operational requirements of the ICB and are appropriately refined to fit with organisational governance.
- Maintain records which support effective contract management

Management of Premises and related affairs

- Manage the effective use of space across a range of premises which optimises value for money and patient facing services and identify opportunities for change.
- Involvement with the planning and design of administrative and clinical space and complies with required legislation.
- Ensure compliance with building, planning and clinical standards, including the NHS GMS Premises Cost Directions (2013).
- Ensure that all Health & Safety matters are highlighted and reported appropriately to ensure corrective action is promptly dealt with.
- Organise relevant premises surveys and produce plans for remedial actions.
- Manage the interface between NHSPS and other landlords in conjunction with tenants.
- Supporting and advising ICB contracting teams to resolve contractual issues relating to estate, e.g. advising on GP Current Market Rent appeals.

- Support the development of estate baseline documents and strategies at PCN, ICB Locality and BNSSG levels.
- The post holder will be expected to keep abreast with national and local developments concerning land and property matters, which might affect the duties of the post, including changes to Primary Care Regulations.
- Liaise with NHS England, the District Valuation Service, Community Providers, GP practices, Trusts, other providers and NHS and 3rd party developers, other statutory and non-statutory bodies.
- Provide technical and specialist knowledge by providing detailed and practical knowledge of relevant guidance, policies and procedures in respect of estates developments.

Communication

- Be a key member of the team as well as supporting effective communication and stakeholder management, both internally and externally.
- Supports to development of a culture that values diversity and promotes equality and inclusion.
- Provide and receive complex information from/to stakeholders including senior managers, project teams and external organisations.
- Produce reports including for committees and the Executive Team which are of a high quality, accurate and sufficient to clearly identify risk and issues and to allow decisions to be made.
- To always promote a positive image of the ICB and the department including when attending meetings and answering internal and external telephone calls within the department.
- Responding in a timely/ appropriate manner to queries from members of the public/ staff.
- Liaise with relevant stakeholders including system partners, landlord, providers and to deliver outputs in line with areas of responsibility.
- Ensuring all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.
- Liaise with the Communications department to develop and cascade appropriate information to foster good internal and external communication and engagement with the ICB .
- To arrange and Provide support and training on areas of business within the estates and infrastructure portfolio.

Administration

- Maintain diaries, arrange meetings, including booking venues, organising and assembling relevant equipment.
- Use software packages to manage day to day departmental activities and administrative systems.
- Undertaking administrative duties such as photocopying, faxing and mail-out distributions.

- Running and collating reports which may include reports to the Board, Project Groups and senior management as required.
- To provide administrative support including when appropriate to all team members to support a range of department initiatives and those associated with external stakeholders.
- Engage with a wide range of relevant staff to deal with day-to-day administrative duties.
- Support the development and creation of reports using a range of IT applications for both external and internal audiences.

Meetings & Events

- Plan, arrange and support events including and producing relevant materials.
- Assist with the production of agendas and papers for meetings and ensure they are issued in a timely manner. This will involve the development of timetables and obtaining information from contributors.
- Take notes of meetings, transcribe and distribute as required.
- Lead and participate in department/organisational workshops as required.

Miscellaneous

- Evidence of personal development and a willingness to learn.
- To carry out other appropriate delegated duties as required.
- Comply with the policies of the Clinical Commissioning Group and to work in line with its values.

Organisation and Planning

- Deliver against organisational objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.
- Support teams to ensure that the portfolio of tasks/projects is planned, managed and delivered effectively
- Support and inform teams on the targeting of resources, monitoring, implementing, evaluating and delivery of plans by providing sophisticated, high quality information and analysis.
- Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested.

Service Development and Research

- Monitor and track risks and issues via appropriate tracking mechanisms and follow proactive resolution and escalation processes.
- Actively supports and contributes to the development of key performance indicators for the successful assessment of performance.

- Provides relevant and timely specialist advice and guidance on functional and information matters.

Finance and Resources

- Support and inform the targeting of resources, monitoring, implementation and evaluation of the tasks/projects by providing high quality support including complex information and analysis, communications and stakeholder management.

Leadership and Management

- Supervises team as required.
- Participate in the recruitment process of support staff.

Information Resources

- Contribute to the information management of performance, taking a lead for specific Projects
- Lead on development, implementation, monitoring and evaluation of new information systems/databases as required.
- Responsible for the development and maintenance of databases required for regular reports.

Management Support

- Support training and induction of new staff.

Professional Development

- Provide specialist training, advice and support on own role/responsibilities where necessary.

Person Specification and Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Knowledge, Training and Experience	Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area.	√		A/C
	Ability and a track record of delivering results involving negotiation.	√		A/I
	Good understanding of estate management.	√		A/I

	Significant administrative/ experience including initiating and maintaining office systems.	√		A/I
	Demonstrable experience in dealing with the public and dealing with sensitive and confidential information.	√		A/I
				A/I
	Demonstrable experience of protecting and furthering organizational interests, whilst maintaining a professional, respectful and collaborative approach.	√		A/I
	Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, Powerpoint and Access.	√		A/I
	Knowledge of NHS issues.		√	A/I
	Experience of project management and organisation of complex activities or programmes.	√		A/I
	Demonstrable experience of delivering initiatives.	√		A/I
	Understanding of Premises Cost Directions.		√	A/I
Communication skills and Personal Attributes	Previous experience in similar role in public sector		√	A/I
	A good understanding of the health and social care environment and roles and responsibilities within it		√	A/I
	Clear communicator with excellent writing, report writing, data entry and presentation skills: capable of constructing and delivering clear information, training and instructions to staff and service users.	√		A/I
	Ability to work autonomously under pressure in a busy working environment and able to multi-task and maintain	√		A/I

	concentration.	√		A/I
	Effective team working			
	Ability to conduct training sessions for less experienced staff.	√		A/I
		√		A/I
	Skills for project management including attention to detail, analysis of situations and issues and the ability to resolve failures to meet timescales and objectives.	√		A/I
	Ability to process information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues.	√		A/I
Analytical	Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues	√		A/I
	Problem solving skills and ability to respond to sudden unexpected demands	√		A/I
	Strategic thinking – ability to anticipate	√		A/I
	Attention to detail combined with the ability to extract key messages from complex analysis	√		A/I
	Independent thinker with demonstrated good judgement, problem-solving and analytical skills	√		A/I
	Takes decisions on difficult and contentious issues where they may be a number of courses of action.		√	A/I
Planning Skills	Skills for project management	√		A/I
	Previous experience in project management and planning		√	A/I

Management Skills	<p>Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support</p> <p>Skills for managing projects ensuring they meet financial targets.</p>	<p>√</p> <p>√</p>		<p>A/I</p> <p>A/I</p>
Physical Skills	<p>Skills for manipulating information.</p> <p>Intermediate keyboard skills</p>	√		A/I
Autonomy	<p>Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales</p>	√		A/I
Equality and Diversity	<p>Understanding of and commitment to the principles of equality diversity and inclusion.</p> <p>Understanding of and commitment to equality of opportunity and good working relationships</p>	√		A/I
Other	<p>An ability to maintain confidentiality and trust</p> <p>Used to working in a busy environment</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change</p> <p>Commitment to continuing professional development</p> <p>Professional calm and efficient manner Effective organiser</p> <p>Demonstrate a strong desire to improve performance and make a difference by focusing on goals.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

SAFER RECRUITMENT

General Duties and Responsibilities

1 Job Description Review

This job description is not a complete list of duties, but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only following consultation with the post holder. This job description will be kept under review to ensure that it remains up to date.

2 Information Governance and Confidentiality

It is a contractual requirement for the post holder to ensure that they have or acquire the necessary skills to implement good practice in all matters relating to information governance and in particular the processing of personal data, special categories of personal data and personal confidential data whether they can be attributed to an identifiable individual or not. Staff must also be aware of their obligations with regard to the processing of commercially confidential information.

The post holder must adhere to information governance and related policies and procedures and be aware of the need for their compliance to the relevant Data Protection Legislation including the Data Protection Act 2018 (DPA 2018), the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Law Enforcement Directive (LED) (Directive (EU) 2016/680), regulations made under the DPA 2018 and any applicable national Laws implementing them as amended from time to time. This includes all applicable Laws concerning privacy, confidentiality or the processing of personal data including but not limited to the Human Rights Act 1998, the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive).

Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of good information governance practices.

3 Health and Safety/Security

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety.

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

4 Quality and Clinical Governance

BNSSG promotes an open, learning culture ensuring appropriate governance systems and processes are in place to support and develop this culture. Employees are responsible for ensuring that they are aware and compliant with policies and procedures that govern their work; and if something goes wrong, employees have an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

manager, professional adviser, or a senior member of management.

5 Codes of Conduct

All Employees will work in accordance with the principles and standards as set out in managerial and professional codes of conduct, If an employee has concerns on any clinical governance matters, they should raise them with their line .

6 Dignity at Work Statement

BNSSG is committed to treating all employees with dignity and respect. An employee is responsible for behaving in a way that is consistent with the aims of our Equality and Diversity agenda in Employment Policies. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff. The organisation will not tolerate any forms of bullying or harassment in the workplace.

7 Equality Statement

Employees must act in a way that is consistent with organisational values, procedures and the law relating to equality, diversity and inclusion and to treat everyone with whom you come into contact equitably, with respect and without discriminating.

To recognise and appreciate that people, both colleagues and service users are different and to act in ways that are consistent with their needs and preferences, advancing equality of opportunity for all by addressing any barriers to inclusion.

To ensure that practices and processes operated by your team are fair and provide equitable treatment for all, and to take effective action to deal with any discrimination or unfair treatment that you have become aware of.

8 Public Involvement and Engagement

Employees will work collaboratively with other organisations in the local health community on issues of common interest and contribute to partnership working with local authorities, other statutory organisations and the non-statutory sector as required.

Employees will promote effective patient, public, user and carer involvement in all elements of work.

9 Risk Management

All employees will follow risk management policies and procedures at all times. All employees are personally responsible for risk management issues in respect of themselves and colleagues. Employees who identify a potential hazard should report it to a manager/supervisor at once using the organisational incident reporting process.

10 Safeguarding Children and Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to the Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training. The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

11 Infection Control

All employees have a responsibility to adhere to policies and procedures in relation to infection control. BNSSG encourages all staff to make their voice heard in respect of preventing and controlling infection and maintaining and improving environmental cleanliness. This includes sharing good practice and raising problems and issues encountered.

12 Delivering Resilience

BNSSG supports the delivery of health services in times of emergency and where business continuity is affected as a Category 1 responder. Examples may include; extreme weather or local mass casualty situations. In these instances, as an employee, you will be required to provide flexibility around location or role in order to continue to deliver safe services and support as required.

13 Policies and Procedures

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager.

The organisation operates a policy which promotes a smoke free environment.

14 Appraisal and Personal Development

BNSSG is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

15 Records Management

Employees have a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

16 Partnership Working

BNSSG is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

17 Financial Instructions

Budget management and control is an element of each employee where they are designated as being budget holders. Employees must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

18 Sustainability/Carbon Footprint

BNSSG is committed to promoting sustainable development and reducing the harmful effects of its activities on the environment. Employees are expected to promote and embrace the principles of sustainable development in their daily duties; specifically, to ensure that they use energy and other natural resources as efficiently as possible to minimise their carbon footprint.

19 General Terms and Responsibilities

Contribute to the work of specific project groups within the organisation and across the local health community as required.

To undertake any other duties that may be reasonably requested of the post holder to help the department run smoothly.