



JOB DESCRIPTION / PROFILE

Job Title	Technical Operations Manager
Payband/Grade	Band 8A
Directorate	Property
Job Description Reference	

My job makes better lives by

Creating and maintaining respectful places and high-quality care environments by ensuring that arrangements are in place to ensure that the premises the Trust owns and occupies are adequately supported, maintained and statutory compliance requirements are met, thus improving the wellbeing of staff, people who use our services and their carers.

Job Overview

Reporting to the Associate Director – Property Services, you will lead the Technical Operations delivery team in delivering the cost effective, efficient service delivery of technical building services, including identifying and developing innovative solutions across the entire Trust portfolio of properties to ensure the effective running of high-quality care and support environments that are also compliant, safe and sustainable. To achieve this, you will need to bring together several streams of work including team delivery of inhouse estates' technical services team, outsourced specialist technical contractors, improvement initiatives, compliance obligations and changing organisational requirements, to create a unified service provision in an active healthcare environment.

NHS Competency	Level
Communications	4
Personal and People development	4
Health, Safety and Security	4
Service Improvement	4
Quality	4
Equality and diversity	4
Statutory Requirements	

SABP Leadership Competency	
Strategic Leadership	4
People Leadership	4
Performance Leadership	4
Personal Motivation	4
Values	
Treat People Well	
Create Respectful Places	
Involve not Ignore	
Open, Inclusive and Accountable	

Qualifications Required

An appropriate engineering or building management degree or technical qualification or equivalent experience equating to ten years working experience in engineering.

Formal health and safety qualification.

Experience Required

At least five years' operating at an equivalent level with a proven track record of delivering technical operational delivery (Estates Services), project planning and specialist service contractor management in a complex environment of regulations and diverse stakeholder groups. Technical experience of a healthcare environment would be useful but not essential.

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Has experience and knowledge of delivering, improving, and managing workplace related software systems, such as CAFM and BMS, significant project development, manager and service experience and knowledge.

Working knowledge of Planned and Reactive Maintenance systems, Policies and Procedures necessary to ensure Statutory Compliance, CDM and Health and Safety regulations and HTM's.

Experience of managing £1m plus budgets and methods of prioritising spending amongst a range of competing requests and organisational needs.

Suitable for someone who

Is value driven, delivery focused and motivated to improve the healthcare environment for staff and people who use our services. Who has the required experience and qualifications to deliver the fullest remit of the role. Who has excellent communication skills and is able to work with people of all levels both within the Trust and in other organisations.

Dimensions of role

Responsibility for the management, planning and delivery of all technical operational delivery (Estates Services) and the overall legal and statutory compliance of technical building services to the whole Trust estate.

Budget manager and responsibility for the management of the hard FM annual revenue budget in excess of £2M.

The role requires regular close liaison with a wide range of Trust teams and staff, at all levels, including Directors and Trust Executive on matters of building management, service delivery and space management. As part of the role, there is a requirement to produce and provide, often complex and contentious management information to all levels of the Trust and be the conduit to resolve issues, overcome barriers and achieve acceptance of technical property issues.

The Technical Operations Manager will be required to deputise for their line manager as required.

As a key member of the Property department and a leader within the Property Operations team, the post holder will ensure that the operational delivery of the estate and services is aligned with the property strategy, capital projects, asset management and transformational programmes that are being delivered and will work to add value to those schemes through hard FM services innovation and service matter expert challenge. The role requires both specialist practical and theoretical knowledge and skills and use these to develop service delivery for both inhouse and outsourced delivery team and to continually plan develop and deliver a more effective and innovative service delivery model in order to drive new ways of working in support of the property strategy.

This role will necessitate involvement with all of the Trust's circa 75 buildings across Surrey, whether owned or leased, including community services, in-patient units, care homes, day centres and office facilities.

Key Responsibilities

Strategic

- Responsible for active contribution to the maintenance strategy that is aligned to the Trust's property strategy including the co-ordination of a 5 year Forward Maintenance Plan ("FMP") with the maintenance Contractors and Property team incorporating the preparation of associated annual and project-based budgets for the portfolio.

- Responsible for ensuring that technical subcontractor, contractor and partner relationships aligns with the Trust's strategic direction and take responsibility for addressing evolving clinical or financial needs and emerging issues that impact upon the delivery of facilities services.
- Produce management information against key targets of time, cost and quality and draw outcomes that develop service delivery and departmental objectives.
- Effective communication of the service levels to building users and providing clear leadership and direction.
- Ensure an integrated Property Operations approach to service delivery through co-ordination with other elements of the Property Operations team and other departments within the Trust.
- Maintain responsibility for Trust wide technical and hard services policies that impact on all elements of Trust delivery, in all Divisions.
- To represent the interests of the Trust at external forums across the health economy.

Management

- Responsible to for the management of technical operational delivery (Estates Services) across the whole portfolio of buildings to meet statutory requirements and the quality requirements of the Trust, with an inhouse and outsourced delivery team the design and delivery of solutions that synergise with the overall Property Operations scope and vision.
- Management and monitoring of all legal and statutory building compliance for technical services, to include, but not limited to:
 - L8
 - Electricity at work
 - LOLER
 - Fire Management
 - Means of escape, including emergency lighting
 - F-Gas
 - Gas Systems and Safety
 - Pressure Systems
- Responsible for the management, monitoring and reporting of all compliance technical subcontractor, contractor and partner to ensure contractual performance.
- Development and management of compliance register and output dashboard.
- Production of management information to demonstrate compliance and performance of managed services.
- Ensure that all technical subcontractor, contractor and partner delivery and outputs meet the required NHS and Trust standards and deliver sustainable and reliability outputs that in turn offer innovation and where possible cost reductions on revenue costs.
- Responsible for ensuring that contractors and partners deliver compliance services to the right standard against the correct budget and timescales and manage all related risks and onward communication.
- Undertake active relationships with all parts of the Property Operations team to ensure full and deep understanding of scope of delivery and customers are engaged in scope of delivery.

- Undertake primary escalation for Property Operations, in relation to technical subcontractor, contractor and partner relationships and scope of delivery.
- Authorisation of reactive work orders up to a threshold of £10k where work exceeds the semi-comprehensive threshold or scope of service within a contract.
- To ensure that full scope of work and responsibility is delivered in a safe manner and can demonstrate a robust governance framework and compliance reporting.
- Managerial, technical and professional responsibility to deliver high quality and affordable compliance services to those using the Trust's portfolio in accordance with Government, NHS and Trust priorities and objectives.
- To participate in the Property department on-call rota.
- Responsibility for the asset management response to CQC and PLACE audit requirements and actions.
- Drive forward the development of the service, ways of working and innovation to ensure best-in-class service and best value for money for the Trust.
- Be the departmental expertise for the CAFM and CAD software and impregnate knowledge throughout the department.
- To review the Property risk register to reflect the operating risks and that mitigating actions are undertaken.

Financial

- Responsible for the budget for the full range of technical subcontractor, contractor and partner relationships services, including contracts and inhouse service and to ensure sound financial control for operational activities including contractual arrangements and overall budgetary management.
- Responsible for maintaining the life and value of Trust properties and assets across the full portfolio.
- Participate in the formation of service specifications for contract tendering to reflect the present or future requirements of the Trust.
- To develop business cases as required for service changes.
- Adhere to Standing Financial Instructions and ensure they are followed consistently both personally and throughout the department.

Compliance

- To ensure statutory and NHS compliance of all buildings and facilities and deploying appropriate procedures to govern the inspection, undertaking of remedial actions and recording these on the asset register.
- Understand and lead on the implementation of general health, organizational and best practice policies to further develop compliance and service delivery.
- Responsible for ensuring that policies are up to date and embedded in practice.

People Management

- Ensure the line management and development of the full team.
- To recruit and retain technical services staff.
- To ensure that staff are suitably qualified and trained.
- To manage the proportion of substantive, agency and contract staff to deliver the services in a cost effective and compliant.
- To ensure that HR policies and management standards are adhered to for absence management, disciplinary issues and reporting.
- To deliver difficult and challenging conversations and management meetings, as required, to ensure management processes are adhered to.

Contract Management

- To support robust contract management of all strategic aspects including planning and strategic initiatives to achieve value for money, statutory compliance and clinical requirements.
- To support in the full compliance of outsourced contractors.
- To ensure all contractual documentation, reports, correspondence, invoicing, and performance issues are formally managed in accordance with the Contracts/SLAs.

Customer Management

- Manage the responsibility of regular meetings with customers and ensure that all items agreed or determined are completed to the appropriate standard.
- Consult with service users to ensure that service specifications and delivery continue to meet user requirements.
- Identifying new ways of delivering compliance that support the needs of customers and the delivery of the Trust.

PERSONAL SPECIFICATION

Post Title: Technical Services Manager

Department: Property

Date: March 2022

Area		Requirements	
Qualifications	Essential		Desirable
	<ul style="list-style-type: none">Degree/ Professional qualification in either Building, Engineering, Mechanical or Electrical; or equivalent relevant experience.IoSH/ NEBOSH Health and Safety qualification.Evidence of continuing professional development.	<ul style="list-style-type: none">Membership of professional body.	
Skills and Ability			
	<ul style="list-style-type: none">Able to operate effectively with a high level of self-discretion and self-determination.Highly analytical, logical, methodical, and meticulous approach and working methods.Skilled in producing reports and other documentation to the highest standards of content, format, and presentation.Skilled in evaluating and presenting complex information using a variety of formats.Well-developed analytical and judgement skills illustrating the ability to analyse and interpret complex information and make informed decisions.Ability to communicate effectively at all levels (internally and externally) and deliver difficult messages.Proficient with using computers and IT equipment and presentation systems.Ability to lead people and teams in the delivery of seamless facilities services.	<ul style="list-style-type: none">Knowledge of Facilities Management and Management Information Systems.	

Experience and Background		
	<ul style="list-style-type: none"> • Five years' post qualification experience of either Building, Engineering, Mechanical or Electrical services in an operational capacity. • A minimum of 3 years' experience proven senior management experience at corporate level. • Demonstrable track-record of delivering high quality operational services. • Evidence of tackling challenging issues competently with the ability to make clear decisions around complex issues. • Experience must include leading and managing strategies for organisational success. • Experience of implementing corporate systems, policies and procedures and ensuring organisation wide compliance • Experience of reporting to/working with Corporate Management Team(s) and Boards or Committees on a regular basis. • Experience of working constructively with boards and senior stakeholders • Excellent practical knowledge of Health and Safety legislation and statutory requirements. • Experience of Business/Commercial/ Contract Management. • Experience of managing outsourced service delivery and outsourced delivery teams. • Proven track record of successful budget management. • Management of CAFM software systems. 	<ul style="list-style-type: none"> • NHS experience. • Experience of working in a mental health environment. • Contract management and supply chain management experience.
Knowledge and Understanding		
	<ul style="list-style-type: none"> • Experience of Business/Commercial/ Contract Management. • Experience of managing outsourced service delivery and outsourced delivery teams. • Proven track record of successful budget management. 	

Personal Qualities		
	<ul style="list-style-type: none"> • High productivity and able to work under pressure to meet tight timescales. • A self-starter with a high level of focus, drive, and energy. • Confident and participative team player. • Ability to maintain detached, professional, impersonal, successful relationships. • Track record of diplomatic approach to resolution of sensitive issues. • Ability to challenge the status quo. • Ability to troubleshoot and problem solve. • Communicate and disseminate information at divisional level. Chair meetings and lead initiatives as delegated by line manager. • Provide advice and support to the Estates and Facilities General Manager on estate engineering issues. • Support with the Head of Operational Estates in developing excellent relationships with all external stakeholders including Primary Care Trusts, Mental Health Trusts, Local Authority, patient interest's groups and the local community. 	<ul style="list-style-type: none"> • Awareness of specific needs within a mental health setting. • Ability to commit to the Trust for continued extended periods of time as situations dictate.
Technical Competencies		
	<ul style="list-style-type: none"> • Experience and in-depth understanding of all types of plant and assets relating to the operation of the built environment. • Audit experience. • Ability to drive. 	
Working Conditions		
	<ul style="list-style-type: none"> • The role is based between the full range of buildings used by SABP for service delivery. • Work may be reactive, due to the nature of service delivery and this will result in being able to work at various locations each day. 	