Moving to EXCELLENCE

The Shrewsbury and Telford Hospital NHS Trust

Assistant Estates Operations Manager

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role manages the day-to-day maintenance and repair of hospital buildings, equipment, and grounds to make sure everything is safe and works properly.
- You will lead a team of in-house staff and contractors, planning and checking work to meet NHS and legal standards.
- The job includes looking after systems like medical gases, water safety, and electrical safety, and making sure maintenance plans are followed.
- You will manage budgets, approve spending, and find ways to work more efficiently.
- The role also involves working with other managers, hospital teams, and outside contractors to keep services running smoothly and support patient care.

Job Description

Job title:	Assistant Estates Operations Manager
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Senior Estates Operations Manager
DBS required:	Standard

Post Purpose/ Summary

Responsible for an engineering and building maintenance section of the Trust, which includes first-line day-to-day management responsibility for providing an efficient, effective and patient focused maintenance and repair service, within the allocated budgets, using Directly Employed Labour (DEL) and Contractors, who together are involved in the upkeep of the buildings, engineering systems, roadways, footpaths and grounds at the designated site(s).

Acts as Authorised Person/Responsible Officer in relation to specific maintenance responsibilities e.g. medical gases, specialised ventilation, electrical safety, water safety and/or decontamination equipment.

Maintains, operates and reviews Planned Preventive Maintenance (PPM) Programmes and through the implementation of suitable operational work plans ensures that buildings, plant and equipment are maintained and fully efficient operational status to the appropriate NHS and statutory standards in order to deliver a high-quality care environment for the Trust's patients. Continually review and revise as necessary operational procedures and working practices as an aid to the

continuous improvement and excellence of the maintenance and repair services within his/her remit, to ensure the efficient and economic maintenance and operation of engineering and building services, fabric, plant and equipment.

Organisational Structure



Scope & Range

Responsible for the following engineering and building maintenance section level functions:

- Operational estates maintenance and repair services for all hospital buildings, services, fabric and equipment covered by the Estates Department policies and procedures.
- Responsible for the day-to-day management of the allocated Directly Employed Labour (DEL) workforce (which in the main is sub-divided as electrical or mechanical bias trades), together with its actions and undertakings.
- Works collaboratively with the other Assistant Estates Operations Managers, and provides cover for them for period of leave etc.
- Authorised signatory for financial transactions e.g. purchase orders and goods received.
- Assists with estates maintenance contract procurement and management.
- Ensures Estates Statutory Compliance e.g. Legionella control and electrical testing, together with the efficient use of energy and utility services.
- Manages Estates produced waste to meet legislative requirements.
- Review and participate in improvement programmes and projects ensuing smooth handover to estates and technical HTMs are adhered to.

- Required to work with a broad range of stakeholders, including members of the Clinical Care Groups and Corporate Departments, Estates Staff, Consultants and Contractors who are external to the organisation, Statutory Bodies, NHS Agencies and members of the public to ensure that the Trust's objectives are met in a safe and efficient manner.

Main Duties & Responsibilities

Team Management

- Manages both Directly Employed Labour and Contractors to ensure the operational effectiveness of the planned preventive and reactive (repairs) maintenance services for all Trust buildings, engineering plant and equipment, and grounds.
- First-line management responsibility for own in-house maintenance team, and ensures that managerial/technical responsibilities and objectives for the team members managed are clearly defined and that members of the maintenance team are developed and supported to make an effective contribution to the corporate objectives of the Trust, and delivery of the day to day maintenance service for the benefit of the Trust's patients.
- Develops and maintains effective open and transparent channels of communication to ensure that all members of staff are kept informed in a timely and appropriate manner of matters relating to their roles, such as via regular team meetings.
- Facilitates effective communication and co-operation within the Estates Directorate, and with the Clinical Care Groups, Corporate Departments and the relevant external organisations, such as Specialist Maintenance Contractors to ensure that works are carried out effectively and efficiently within the agreed timescales.

Planning and Performance Review

- Responsible for the implementation of local operational plans and work programmes for the estate's maintenance function, which support the Trust's business plans.
- Contributes to the agreement and implementation of service and financial objectives for the areas under control.
- Monitors the performance of the estates operational maintenance team against its agreed objectives and is responsible for taking corrective action where necessary.
- Regularly evaluates and reviews the performance of the estates operational maintenance team, and where appropriate, develops and subsequently implements initiatives and improvements to enhance performance, and or to ensure compliance with statutory and NHS standards.
- Ensures the most appropriate and effective use of resources (both in-house and external Contractors), including labour, transportation and materials e.g. requisition, supply, deployment and security, considering competing priorities and performance targets.

Resource Management

- Assists the Estates Operations Manager and finance colleagues with the budget setting process, to ensure that adequate resources are made available to maintain the estate in a safe condition, which is compliant with Statutory and Healthcare standards.
- Responsible for managing the delegated budgets and controlling expenditure, including the achievement of any agreed cost improvement targets.
- Authorises payments to contractors, suppliers, and approves direct labour jobs and the associated costs via timesheet and job docket sign-off.
- Identifies and implements efficiency improvements in support of the Lord Carter of Coles recommendations, and the Trust's Internal Efficiency Programme (IEP).
- Manages all resources e.g. in-house or contract under own control, in the provision of an effective maintenance and repair service.

Human Resources

- Has overall responsibility for the management of own Maintenance Section at the designated base, and as required provides appropriate cover for the other Assistant Estates Operations Managers, including at other Trust sites where necessary.
- Undertakes staff performance reviews and objective setting, including identification of staff development and training needs, ensuring that every member of staff has a timely Annual Appraisal, which supports effective work performance.
- Ensures adherence to all Trust Human Resources policies and procedures within the estates operational maintenance team, and implements these in a fair and consistent manner.
- Establishes key performance indicators for the maintenance service, utilising management reports from the Estates Computer Aided Facilities Management (CAFM) systems e.g. Micad, taking corrective action to rectify poor performance where necessary.
- Promotes positive management/employee relationships, engagement and involvement, by working collaboratively with the Staff-Side representatives.
- Works closely and respectfully with all Trust colleagues in support of the Trust's values.

Estates Operations

- Responsible for the day-to day operational management of the allocated estates maintenance staff, working closely with the Estates Operations Manager to develop standardised Trust wide policies and procedures, which ensure compliance with statutory legislation and Healthcare guidance, such as the Health Technical Memorandum (HTM).
- Ensures that all relevant information is provided to the in-house maintenance staff to enable them to complete the work issued, and that any materials necessary to carry out maintenance and repair work are readily available from the Estates Store or from local suppliers as required.

- Ensures that reactive works are effectively prioritised in accordance with the agreed schedule of response times/service standards, and that all planned preventive maintenance and repair works are completed within the agreed timescales.
- Uses the Estates CAFM system e.g. Micad to control, monitor, organise and record the activities of the Estates maintenance team and Contractors, and to produce monthly performance reports covering adherence to the maintenance plan or agreed service standards, where necessary initiating corrective action.
- Carries out quality audits to ensure that work is undertaken in accordance with Trust policies, HTM guidelines, and all statutory (H&S) requirements, and that the inhouse maintenance staff and Contractors achieve appropriate standards of productivity and workmanship when undertaking work.
- Acts as an 'Authorised or Responsible Person' (AP/RP) for one or more technical functions, such as Medical Gases, Electrical Safety (HV/LV), Legionella Control (Water Safety), Specialist Ventilation and Decontamination, undertaking specialist and site familiarisation training as required.
- Reviews and implements protocols, policies and procedures and working practices that influence beyond own work area i.e. Service Level Agreements and Schedules of Work with Theatres and Wards.
- Supervises maintenance and minor works projects as delegated by the Estates Operations Manager.
- Responsible for ensuring that maintenance of the estate (comprising of all grounds, buildings and engineering systems) is in accordance with all relevant statutory requirements, including Approved Codes of Practice (ACoPs) and the relevant Health and Safety Executive (HSE) guidance.
- Ensures that the 'Duty Holder' requirements under the Control of Asbestos Regulations are effectively discharged by ensuring that this consulted prior to relevant work commencing, and that appropriate precautions are taken when undertaking work in the vicinity of Asbestos Containing Materials (ACMs), including organising supplementary Refurbishment and Demolition surveys where intrusive work is planned.
- Responsible for ensuring that suitable and sufficient Risk Assessments, Method Statements and Standard Operating Procedures (SoPs) are in place to ensure a safe system of work for the in-house maintenance team and external Contractors undertaking work on the Trust's premises, combined with effective site inductions, adequate work supervision and on-the-job sample audits.
- Manages all aspects of the on-site plant and equipment operation, so as to minimise energy and utilities consumption, collaborating with the Estates Manager (Environment, Compliance and Business Support) on matters relating to energy and environmental management.

- Works collaboratively with the Head of Capital Projects and his team on all new project schemes to ensure that the installations are fit for purpose when handed over, and effectively commissioned.
- Assists with the management of all delegated commercial and technical aspects of the contracts procured for the operation and maintenance of the estate, including specialist service contracts, and the provision of waste management arrangements for estates produced waste.
- Contributes to the upkeep of the Estates and Corporate Risk Registers, by adding and updating any significant estates related risks to the Trust's risk management software system, and ensures that the risks are proactively managed and monitored.
- Supports prompt incident reporting via the Trust's current Datix system to enable lessons to be learned and any necessary corrective measures to be implemented in a timely manner.
- Assists with the development of robust contingency and business continuity plans and implements these for own area of responsibility, in conjunction with the Fire Safety Advisor.
- Maintains Operations & Maintenance manuals, drawings, and statutory records up to date, and ensure that these are readily accessible by the maintenance staff/contractors.
- Works closely with the Estates Operations Manager to develop long-term estates operational strategies, to minimise operating costs, maximise asset life and availability, identifying cost-effective solutions to operational failures and problems.
- Participates in the 'Estates Manager On-Call Service' for the Trust directing appropriate resources to resolve operational emergency situations, and to provide support to facilities or clinical staff on duty.
- Contributes to any service reviews which may lead to improvements to the systems in place and/or services provided for the benefit of the Trust's patients.
- Deputises for the Estates Operations Manager at meetings as required.
- Continuously reviews existing working practices and implement improvements to generate efficiency savings.
- Assists with recruitment (providing job descriptions, person specifications and participating on interview panels), counsels and disciplines staff as required, and advises on staff training and development.

Systems & Equipment

- Conversant with the corporate communication and IT systems and utilises these for optimum effectiveness, undertaking regular team meetings and 'tool-box' talks to ensure that staff are fully briefed to undertake their roles, including from a Health and Well-Being perspective.
- Able to work from technical drawings, circuit diagrams, manufacturers details and operational manuals.

- Responsible for storage of data with an occasional requirement to use computer software to create reports, documents and drawings
- Ensures that appropriate systems are put in place for the safe storage and recovery of all estate related information, maintaining confidentiality where appropriate.
- Operates computer systems to interpret and diagnose information to carry out repairs, such as the Building Management System (BMS).
- Regular requirement to use the Estates CAFM systems (currently Apollo FM and Micad) to store building and engineering maintenance information, and to produce reports for performance monitoring and service improvement purposes.

Decisions, Judgement & Freedom to Act

- Responsible for day to day site operations and maintenance and works with a large degree of autonomy for own area of responsibility, providing work status and service performance updates to the Estates Operations Manager as requested.
- Responsible for prioritising and allocating the daily work to the in-house maintenance team, and Contractors where employed.
- Supervises and controls the work of Contractors or Directly Employed Labour as required, with general statutory/mandatory or Trust policy governing the work procedures.
- Prepares estimates, designs and specifications for maintenance or plant replacement schemes and undertakes the associated Clerk of Work duties.
- Required to make judgements across a wide range of estates issues taking into account legislation, Health & Safety, and often conflicting demands when allocating labour, and to undertake complex fault-finding.
- Accountable for all significant decisions affecting the services under his/her control in liaison with the Estates Operations Manager , including those related to financial and human resources, quality and service developments within the estates operational function and those issues having wider implications for services across the Trust.
- Plans and prioritises maintenance projects, including liaison with Users, Contractors and Specialist Agencies and project manages delegated works.
- Supports the wider Estates Management team in ensuring appropriate systems are in place to deliver effective, efficient and statutorily compliant services.
- Acts in accordance with the Code of Conduct for NHS Managers and the Trust Values.

Communications and Relationships

- Develops and maintains effective systems of communication, written and verbal, formal and informal, with own maintenance team.

Person Specification

	Essential	Desirable
Qualifications	• Professional knowledge acquired through degree and specialist training, or equivalent level of knowledge acquired through City and Guilds Engineering courses with demonstrable supplementary technical an management experience • Accredited Health and Safety training e.g.NEBOSH Certificate, IOSH Managing Safely or equivalent • Committed to continuous management/ professional development e.g. authorised person training to develop competence in area's such as Electrical/ Water safety	• Certificate/Diploma in Management Studies or equivalent. • Possess or working towards Chartered Status or membership of a professional Institution, such as IHEEM.
Experience	• Operational maintenance management in a complex organisation to meet statutory H&S standards. • Extensive experience of managing building and engineering maintenance staff, plus Contractors • Conversant with methods of maintenance works and services procurement and contract management. • Budgetary control of an estate's operations budget.	• Experience of managing hospital engineering systems in healthcare premises, and HTM requirements. • Significant experience of managing organisational change and service improvement in a Trade Unionised environment.
Knowledge and skills	• Able to deal with multiple complex issues and take the lead in the event of operational failures and incidents. • Broad understanding of national and local NHS policies and initiatives affecting engineering and building services within the	

	healthcare environment. • Works on Own Initiative. • Good • Communication/Presentation Skills. Well developed • Organisational Skills. • Flexible Approach to Workload. • Willing to be part of the Estates on-call system. • Prepared to travel between sites.	
Other	• Active Team Player. • Assured and confident. • Able to up hold confidences in the interests of the Trust. • Flexibility of Working Hours if required. • Able to respond promptly to situations or incidents requiring immediate action	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.