

ESTATES MANAGER OPERATIONS (ELECTRICAL)

Candidate Pack





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 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 leads the day-to-day electrical maintenance and repair of hospital buildings, equipment and services to help provide a safe and reliable environment for patients, staff and visitors.
- The post holder manages a team of maintenance staff and contractors, making sure work is completed safely, efficiently and to the required standards.
- They help plan, organise and oversee maintenance projects, repairs and improvement works across the hospital site.
- The role is responsible for ensuring buildings, systems and equipment meet NHS, health and safety, and legal compliance requirements.
- They provide expert technical advice to colleagues, managers and other stakeholders on electrical and engineering matters.

- The post holder supports continuous improvement, effective use of resources, and the delivery of high-quality estates and maintenance services across the Trust.

Job Description

Job title:	Estates Operations Manager (Electrical)
Grade:	Band 7
Site:	Multi-site role- Primary locations: Royal Shrewsbury Hospital & Princess Royal Hospital
Accountable to:	Estates Site Manager
DBS required:	None

Job Purpose

As an Electrical operational lead, assist the Operational Site Manager in the operational management of the Trust's estate at the designated site(s), including all building and engineering systems, roadways, footpaths and grounds, and for ensuring that these are maintained to the appropriate NHS and statutory standards in order to deliver a high quality care environment for the Trust's patients.

Ensure the provision of an efficient, effective and safe patient focused maintenance service, within the allocated budgets, using directly employed staff and contractors, and through the development of suitable operational plans and maintenance programmes, ensuring that engineering maintenance, including contract work is carried out to appropriate standards and specifications.

Responsible for the management of maintenance staff.

Acts as Coordinating Authorised Person (CAP) for the Trust and Authorised Person (AP) in relation to a number of specific maintenance responsibilities eg. medical gas, high voltage electrical, low voltage electrical, pressure systems, decontamination, lifts, water, asbestos or specialised ventilation systems.

Implements and maintains physical assets register; oversees minor schemes and capital work.

Leads the on-going development and continuous improvement of the maintenance and repair services within his/her remit.

Provides expert specialist and professional building and engineering expertise to other estates staff, directors, and senior management of the organisation, and may also advise external agencies.

Scope and 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, mechanical or building bias trades), together with its actions and undertakings.
- Works collaboratively with the other 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.
- Ensures effective estates maintenance contract procurement and management.
- Ensures Estates Statutory Compliance across a number of service e.g. Water, Ventilation, HV/LV etc.
- Ensures the efficient use of energy and utility services for Estates equipment and infrastructure.
- Manages Estates produced waste to meet legislative requirements.

Main Duties and Responsibilities

Communication & Relationship Skills

- Develops and maintains effective systems of communication, written and verbal, formal and informal, with own maintenance team.
- Provides and receives maintenance, technical project-related information with specialists, non-specialists; negotiates with contractors, suppliers
- Ensures that relevant information in respect of the estates operational function is disseminated as appropriate throughout the maintenance team and to external Contractors where appropriate.
- Maintains appropriate contact with colleagues, contractors, patients, visitors and relatives and hospital staff whilst carrying out his/her duties within the Trust.
- Presents written and verbal reports as requested in relation to estates operational activities at a variety of forums, including formal Committee meetings.
- Maintains communication with external professional bodies, such as IHEEM and HefmA, to ensure on-going Continuing Professional development (CPD), and disseminates the knowledge gained within the Estates Department, and applies this to the day to day management activities.
- Ensure that confidentiality is maintained at all times in accordance with the Trust's Information Governance (Confidentiality) Policy.
- 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.

Knowledge, Training & Experience

- Professional knowledge acquired through degree or equivalent + specialist knowledge acquired through post-graduate course & experience to masters equivalent level.

Analytical & Judgemental Skills

- Judgements across wide range of estate issues taking into account legislation, H&S, conflicting demands – condition of plant & equipment, complex fault finding
- 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.

Planning & Organisational Skills

- Long term maintenance planning, short term projects planning, emergency, contingency planning for critical services
- Responsible for the implementation of local operational plans and work programmes for the estates 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, taking into account competing priorities and performance targets.

Physical Skills

- Use of fine tools and equipment

Responsibility for Patient/ Client Care

- Incidental contact with patients

Responsibility for Policy/ Service Development

- Reviews, develops policies for engineering maintenance

Responsibility for Financial & Physical Resources

- 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; holds delegated budget for refurbishment schemes; maintains and repairs trust properties and equipment/ responsible for maintenance of facilities, equipment
- 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.

Responsibility for Human Resources

- Has overall responsibility for the management, including line management of own Maintenance Section at the designated base, and as required provides appropriate cover for the other Senior 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.

Responsibility for Information Resources

- 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.
- Uses CAD-CAM system for building plans
- 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.

Responsibility for Research & Development

- Undertakes estates condition surveys

Freedom to Act

- Guided by building, H&S regulations, responsible for engineering maintenance

Physical, Mental and Emotional Effort

- Required to visit various Trust sites to ensure effective management of the estates operational services and for attendance at meetings as necessary.
- Works flexibly as necessary in order to meet critical short term deadlines when dealing with operational incidents, whilst working in the long term to achieve Corporate and Departmental objectives.
- Acts sensitively in ensuring that the concerns of staff are dealt with sympathetically, alongside service needs and requirements.
- Deals with staff grievance, disciplinary issues
- Occasionally exposed to highly unpleasant conditions during work related to sewers and drains etc. and to unpleasant conditions when working outside in inclement weather, or in confined spaces, such as Subway Ducts and Plant Rooms.
- Required to be physically fit in order to exert light physical effort to cope with the demands of a busy maintenance department.
- Required to exert light physical effort to reach inaccessible areas.
- Required to deal with an unpredictable work pattern and operational incidents, which require frequent concentration when viewing drawings and schematics.
- Highly developed physical skills including accuracy and manipulation of fine tools for calibration and use of test equipment.
- Concentration for paperwork, drawings; operational incidents
- Assists patients during incidental contacts.

Working Conditions

- Site visits, maintenance activities/ sewage, pest infestation

Person Specification

	Essential	Desirable
Qualifications	• Degree level education in relevant discipline (e.g. Estates or H&S related) plus experience to Master's level. • Health and Safety IOSH Managing Safely or, NEBOSH General Certificate. • BOHS P405 Management of Asbestos in Buildings or, an agreement to work towards gaining this qualification.	• BIFM Qualification
Experience and Knowledge	• E Significant experience of a large Estates operation. • Experience of building and engineering services, preferably in an NHS Estates environment. • Knowledge of Estates compliance recording systems. • Experience of working as a Compliance Manager in a highly complex organisation. • Working knowledge of Health & Safety in	• Experience of CAFM systems • Specialist knowledge and experience of Healthcare Waste management. • Knowledge of management of budgets and SFIs in the public sector

	an Estates environment and also of DH Guidance e.g. Healthcare Technical Memoranda and • Health Building Notes. • Able to deal with multiple highly complex issues, data manipulation and interpretation. • The ability to present such information in an understandable format. • The ability to remain calm and confident in potentially confrontational environments • Team Player. • Committed to Continuous Professional Development. • To demonstrate behaviours in line with Trust Values.	
Skills	• Good usage of IT e.g. Excel, Word and Powerpoint. • Work on own Initiative, with good organisational skills and decision making abilities. • Excellent communication skills – at all levels of an Organisation, including preparing	• Example • Example • Example

	and giving engaging presentations. • Excellent interpersonal skills – building successful relationships and dealing with influential internal stakeholders • Clear, concise report writing skills. • Problem solving abilities with a positive, empowering approach • Ability to self-manage workload.	
Other	• Able to access and work in potentially confined areas and at height (e.g. using step ladders and ladders and, working on roof areas). • Respond flexibly to competing and urgent demands.	

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 Trust's 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.



Proud to have signed
The Pregnancy
Loss Pledge

