Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

Assistant Estates Operations Manager (Building Bias)

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 helps make sure the hospital buildings and services are safe, reliable and working properly to support excellent patient care.
- Lead and support a team of estates staff, making sure work is organised, completed safely and carried out to a high standard.
- Coordinate planned maintenance, repairs and testing of building, electrical or mechanical systems across the Trust.
- Monitor the work of contractors and estates teams to ensure all work meets safety, quality and legal requirements.
- Work closely with clinical and non-clinical teams to minimise disruption and quickly resolve issues that could affect patient services.
- Use systems and reports to track performance, identify problems and help improve the way estates services are delivered.
- Support emergency response and on-call services to help maintain safe and reliable hospital environments at all times.

Job Description

Job title:	Assistant Estates Operations Manager (Building Bias)
Grade:	6
Site:	The Royal Shrewsbury Hospital with cross site working to The Princess Royal Hospital
Accountable to:	Estates Operations Manager(s) Building
DBS required:	Yes – Standard

Main Duties

To provide day-to-day operational and coordination of a defined estates discipline (Electrical, Mechanical or Building Fabric) across Shrewsbury and Telford Hospital NHS Trust. The post holder ensures safe, compliant and efficient delivery of planned and reactive maintenance, statutory testing and operational support in line with HTMs, legislation and Trust policies.

The role supervises and coordinates front-line estates teams (Bands 2–5), oversees contractor activity, and supports the Band 7 Estates Operational Manager in maintaining compliant, reliable, safe and resilient estates infrastructure that underpins high-quality patient care.

Operational Leadership

- Provide day-to-day supervision and coordination of estates staff (Bands 2–5), ensuring effective task allocation, prioritisation and best practice performance.
- Maintain a can do, safe, compliant and accountable team culture through regular briefings, toolbox talks and clear communication.
- Support staff development, competency and adherence to safe systems of work, technical requirements and HTM's..
- Take part in the Estates Senior Management On call or the Estate Manager on-call Rota for the Trust directing appropriate resources to resolve operational emergency situations, and to provide support to facilities or clinical staff on duty.

Maintenance Delivery (PPM & Reactive)

- Coordinate delivery of planned preventative maintenance programmes, ensuring tasks are completed to required standards and timescales.
- Oversee reactive maintenance, ensuring work is prioritised based on risk, clinical impact, finance and operational need.
- Coordinate and monitor contractor activity, ensuring compliance with specifications, safety requirements and Trust procedures.
- Ensure appropriate resourcing, reporting and escalation to maintain service continuity.

Compliance, HTM & Statutory Requirements

- Support compliance with HTMs, statutory regulations, safety legislation and Trust policies within the allocated discipline.
- Ensure statutory testing, inspections and maintenance records are completed, documented and stored accurately.
- Identify and escalate compliance risks, system failures or safety concerns to the Band 7 manager promptly.
- Promote consistent application of best practice, standards and safe systems of work.

Performance Monitoring & Reporting

- Use and develop CAFM systems (e.g., MRI) to monitor PPM completion, reactive response times, asset performance, resource allocation and compliance status.
- Produce and review operational performance reports, identifying trends and implementing or escalating corrective actions within delegated authority.
- Support benchmarking, audit activity and adoption of best practice to improve service outcomes.

Resource, Contractor & Operational Control

- Coordinate deployment of internal labour and external contractors to meet operational requirements efficiently.

- Ensure effective and safe use of materials, labour and contracted services within delegated financial limits.
- Monitor contractor performance, ensuring value for money and adherence to Trust standards and procurement rules.
- Support procurement and operational planning activities as required.

Stakeholder Engagement

- Work collaboratively with clinical teams, estates colleagues and external partners to minimise disruption to patient services.
- Communicate planned and reactive works clearly to ensure operational awareness and coordination.
- Support timely resolution of estates issues affecting patient environments and service delivery.
- Works with teams to effectively mitigate risk on estate related systems. Update the Risk Register as required

Continuous Improvement

- Identify recurring faults, inefficiencies or service gaps and support implementation of improved processes and working practices.
- Contribute to local service improvement initiatives within the estates function.
- Support continuous transformation and improvement through the consistent application of safe working practices, lessons learned and operational best practice.
- Work with Estates Capital Services to recommend replacement as required.

Person Specification

	Essential	**Desirable**
Qualifications	• HNC/HND in a relevant engineering discipline (Electrical, Mechanical or Building Services) or equivalent technical knowledge. • Recognised Level 3 trade qualification or apprenticeship in a relevant engineering	• NEBOSH or equivalent safety qualification. • Additional specialist training in electrical, mechanical or building fabric systems. • Training in permit-to-work systems or Authorised Person/Competent Person roles.

	discipline. • Evidence of continuing professional development in estates, engineering or compliance. • IOSH Managing Safely • Knowledge of HTMs, statutory legislation and engineering compliance relevant to healthcare estates.	
Experience	• Significant experience delivering PPM and reactive maintenance in a complex environment. • Experience supervising multi-trade estates teams, including task allocation and performance monitoring. • Experience managing contractors and external service providers, including monitoring KPIs and SLAs. • Demonstrable experience ensuring statutory, HTM	• Experience working specifically within a healthcare estates environment. • Experience contributing to service improvement projects or process redesign. • Experience supporting budget monitoring or resource planning.

	and safety compliance across engineering systems. • Experience using CAFM systems (e.g., MICAD, Planet, Apollo FM) • Experience working within an on-call or 24/7 operational environment.	
Knowledge and skills	• Strong technical understanding of engineering plant, building services and infrastructure. • Ability to interpret technical drawings, specifications and compliance standards. • Effective risk-based prioritisation and operational decision-making skills. • Ability to produce, interpret and act upon performance reports and compliance data. • Knowledge of safe systems of work, including permit-to-work and isolation procedures.	• Knowledge of NHS specific compliance frameworks, including HTM/HBN requirements. • Understanding of procurement processes and value-for-money principles. • Ability to support benchmarking and performance improvement initiatives.

	• Excellent communication skills, able to liaise with clinical departments and coordinate works with minimal disruption. • Competent IT skills including CAFM and Microsoft Office.	
Other	• Strong leadership skills with the ability to motivate and support multi-disciplinary teams. • Ability to travel across Trust sites as required. • Participation in the Estates on-call rota.	
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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.

- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.