

ESTATES OPERATIONS MANAGER - ELECTRICAL

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.

- Supports the Operational Site Manager by helping to look after all buildings, equipment and grounds so they are safe and meet NHS standards.
- Leads the day-to-day maintenance team, making sure work is planned, carried out safely and completed to the right standard.
- Acts as an authorised specialist for key systems such as electrical, water, gas and ventilation, ensuring legal and safety rules are met.
- Manages staff and contractors, plans maintenance work and oversees small projects and repairs.
- Provides expert technical advice to managers and teams across the Trust and helps improve how maintenance services are delivered.
- Makes sure resources, budgets and materials are used well and that the site runs safely, efficiently and reliably.

Job Description

Job title:	Estates Operations Manager (Electrical)
Grade:	Band 7
Site:	The Royal Shrewsbury Hospital with cross-site working required
Accountable to:	Head of Estates
DBS required:	No

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 few specific maintenance responsibilities e.g. medical gas, high voltage electrical, low voltage electrical, pressure systems, decontamination, lifts, water, asbestos or specialised ventilation systems.

Implements and maintains physical assets register; to oversee 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 Labor (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 few 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 always maintained in accordance with the Trust's Information Governance (Confidentiality) Policy.
- Manages both Directly Employed Labor and Contractors to ensure the operational effectiveness of the planned preventive and reactive (repairs) maintenance services for all Trust buildings, engineering plants and equipment, and grounds.

Knowledge, Training & Experience

- Professional knowledge acquired through degree or equivalent + specialist knowledge acquired through post-graduate courses & experience to master's equivalent level.

Analytical & Judgmental Skills

Judgements across wide range of estate issues considering legislation, H&S, conflicting demands – condition of plant & equipment, complex fault finding

Responsible for day-to-day site operations and maintenance and work 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 Labor 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 considering legislation, Health & Safety, and often conflicting demands when allocating labor, 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 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 estate's operational maintenance team against its agreed objectives and is responsible for taking corrective action where necessary.
- Regularly evaluates and reviews the performance of the estate's 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 labor, transportation and materials e.g.
- requisition, supply, deployment and security, considering 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, develop 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 SubwayDucts 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	• Electrical engineering degree or equivalent experience within a similar role. • Evidence of previous Health and Safety Training, such as IOSH Managing Safely. • Evidence of continuing professional development	• Specialist training, such as that required to hold the position of 'Authorised/Responsible' persons under the Department of Health's Technical Memorandum (HTM) • Membership of an appropriate professional body (IMechE, • CIBSE, IET, IHEEM etc) • NEBOSH National General • Certificate in Occupational Health Safety or in Construction Safety or equivalent • Recognised Project management qualification • Relevant management qualification/training to Diploma level
Experience	• Working at management level within an operational Estates team • Demonstrable experience in leading individuals, teams and budgets in an Engineering/Operational Arena • Experience of working in or managing multi-site operations. • Experience of team leadership and staff management. • Leading reactive and planned preventative	• Strong track record of managing schemes to time and budget. • Experience within an NHS healthcare environment • Experience of developing joint and collaborative working with local health and commercial partners. • Experience with collaborative working with Staff Side (Union) Colleagues and Unions • Use of Computer Aided Maintenance Management

	• maintenance systems and the development and delivery of minor capital projects. • Providing expert advice at senior level on engineering and construction matters, in accordance with national and local policies and standards. • Successful negotiation and contractor management experience. • Experience of completing business cases. • Experience of planning and delivery of complex maintenance programmes.	• systems as an aid to performance improvement.
Knowledge and skills	• Significant knowledge in electrical engineering related matters to a level of subject matter expert. • Good knowledge of industry standard M&E and building construction regulation, along with the ability to effectively manage contractual relationships with Contractors and Consultants. • Detailed knowledge and understanding of Health and Safety legislations and requirements of working within a built environment - CDM regulations and IPAC requirements. • Specialist technical knowledge including legislation relating to construction, development and property management of Healthcare Buildings.	• Knowledge and understand of public sector construction frameworks and EU procurement regulations. • Detailed understanding of requirements of HTMs and HBNs and all Professional Standards relating to Estates Electrical Operations. • Good understanding of Public Procurement Regulations

	• Formal engineering management training • Sound financial acumen and highly developed commercial and contract negotiation skills. • Complex problem solving, decision making and analytical skills. • Good judgement and analytical skills and able to process facts, interpret and provide appropriate advice, often balancing conflicting demands. • A proven ability to come up with flexible and creative solutions to difficult • problems. • Excellent collaborative working skills and able to work across Departments, with multiple stakeholders and within multidisciplinary teams. • Able to prioritise, schedule and monitor to completion, multiple planned & reactive activities, often running in parallel. Understanding key priorities, meeting deadlines and maintaining a consistent high quality output, by allocating time effectively. • Effective oral and written skills in the presentation and interpretation of complex reporting and information to directors, senior managers and clinicians, including the effective chairing of meetings. • Ability to think strategically and develop	
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	practical plans to implement Estates strategies. • Ability to identify, plan and undertake research and development initiatives to • inform strategic objectives. • Evidence of achievement in complex environment including effective management of change. • Understanding risk management and implementing quality • management systems.	
Other	• Able to provide unsocial hours attendance, either in times of crisis or through participation on the management on-call rota. • Able to adapt to new and evolving working environments • Role models our Trust values and behaviours every day. • Full driving license with the ability to travel across all sites.	

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.

