

nightingale hammerson

JOB DESCRIPTION

Post Title:	Head of Property Services
Department:	Property Services
Work Location:	Nightingale House and Hammerson House
Full/Part Time:	Full Time
Hours of Work:	40 hour per week
Postholder Reports to:	Director of Finance, Property and ICT
Salary	£55k - £60k (depending on experience)

Main Purpose of the Job

1. To lead and manage a diverse team that provides a comprehensive property development and estate maintenance services across Nightingale Hammerson's sites
2. To lead on the management of capital, planned, reactive and cyclical work programmes by providing efficient management of these including design and specifying, tendering and project management
3. To be responsible for all building and sites compliance standards including Health & Safety, gas servicing, electrical, fire safety, legionella and asbestos
4. To lead on the development and implementation of the Estates Strategy which supports Nightingale Hammerson's Outstanding CQC rating and financial sustainability strategy.
5. Engage and work effectively well with various internal and external key stakeholders, manage conflicting priorities and deliver projects to budgets and timescales

Equal Opportunities - Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all staff to understand and promote equality of opportunity in all aspects of their work.

Health and Safety - All staff are expected to take responsibility for their own health and safety, in so far as they can themselves, and to exercise reasonable care and caution in the execution of their duties.

Nightingale Hammerson Values - We expect all staff to display and uphold our core values: Compassion, Respect, Excellence, Dignity, Integrity, Teamwork

Duties and Responsibilities detailed below should be read in this context

1. Development and Procurements

- 1.1. Working with various stakeholders, you will have responsibility for contract management and the delivery of the property investment programmes including the completion of the development of Hammerson House, our new 116 bed care home and managing our existing outstanding care home, Nightingale House.
- 1.2. The successful candidate will ensure the projects are run to a high standard, meet the specifications and are within budget whilst ensuring our residents' needs are met. Therefore, excellent planning and problem solving skills are essential.
- 1.3. You will have full operational responsibility for ensuring that we comply with our legal and regulatory responsibilities on safe management of homes and works delivery.
- 1.4. You will have great customer service and communication skills that are augmented with a solid commercial acumen that you employ to deliver value for money services.
- 1.5. You will have an excellent knowledge of building construction with an in-depth knowledge of the relevant legislation and building regulations. Excellent inter-personal, negotiation, organisational, IT and report writing skills are essential for this role.

2. Maintenance

- 2.1. Ensure Nightingale Hammerson delivers an effective Property Maintenance Service across all sites, to include oversight of the introduction of a computer system for Building Maintenance management
- 2.2. Ensure that all plant and equipment is maintained and complies with relevant legislation
- 2.3. Ensure that there is effective management of planned and reactive maintenance and budget including the review of KPIs which ensures statutory and regulatory compliance.
- 2.4. Lead on investigating and providing technical reports for any M&E failures and/or issues

3. Security

- 3.1. To take overall responsibility for the security of the site – liaising with external partnership agencies

4. Team leadership and management

Including but not restricted :

- 4.1. To service the Property Governance Group and the Estates Strategy committee working with Trustees and the Senior Leadership Team
- 4.2. To Lead and motivate the Property Services staff team to be proactive and customer focused
- 4.3. To hold monthly supervisions and annual appraisals of your managers to manage their

performance against SMART (Specific, Measurable, Achievable, Realistic, Time bound) objectives

- 4.4. To identify skills gaps and training needs and support team members to develop in their roles, including CPD

5. Contract Management

Ensure that the systems are in place and continually reviewed to be certain of the ongoing, effective and compliant delivery of all property contracts to meet the organisation's needs – including:

- 5.1. To regularly tender contracts, writing detailed specifications, and following the procurement policy, to achieve Value for Money
- 5.2. To set service level agreements and KPIs within contracts, which will be monitored
- 5.3. To manage the performance of contractors by reviewing regular reports and KPIs against agreed targets and ensure that expenditure is within agreed budgets

6. Compliance

- 6.1. Lead and be responsible for ensuring that Nightingale Hammerson meets statutory and regulatory requirements in relation to Property Services
- 6.2. Lead on ensuring standards are met with regard to planned and preventative maintenance and compliance with statutory and mandatory regulations
- 6.3. Work alongside the Property Services team to ensure professional advice is obtained as required for new projects
- 6.4. Ensure that all operational aspects of the M&E service are compliant with statutory regulation and best practice standards
- 6.5. Work with other Property Services staff to ensure adequate Authorised Person/Responsible Person and Competent Person cover at all times across the charity

7. Finance and Budgets

- 7.1. Submitting timely budgets to the Finance team annually for both revenue and capital requirements
- 7.2. Reviewing Management accounts and providing explanations for significant variances
- 7.3. Authorising Property Services orders on the Finance system

8. Risk

- 8.1. Ensure that all risks are included and updated appropriately on the charity's risk register and that all appropriate risk reduction measures are identified
- 8.2. Ensure that regular risk assessments are undertaken on all key risk areas and all

necessary actions are taken

- 8.3. Ensure that there is a robust Business Continuity Plan in place for M&E services for any potential major incident and internal emergencies

9. Health & Safety

- 9.1. Lead the delivery and implementation of Health & Safety policies including risk assessments, to ensure all staff are aware of their responsibilities
- 9.2. Plan Health & Safety meetings and support staff Health and Safety representatives across the organization.
- 9.3. To be the Responsible person for Property services including Fire and Water
- 9.4. To organize Health and Safety Training eg Legionella training - either delivering it yourself or appointing a qualified trainer

10. Other duties and responsibilities

- 10.1 Ensure that property services are developed in line with the needs of the users (aligned with the charity's core values).
- 10.2 Work collaboratively across the charity including regular and excellent communication with trustees, committee members, Managers and Heads of Department and also contractors prior to work starting and ongoing to ensure minimum disruption to the lives of residents
- 10.3 Ensure that Nightingale Hammerson is properly advised on developments and innovations within the M&E field (eg changes to best practice, use of technology etc) in order to develop the service at the charity
- 10.4 Liaise with the independent Insurance Engineers as required
- 10.5 Actively participate in identifying cost efficiencies where relevant

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PERSON SPECIFICATION

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Department:	Property Services
The requirements listed below are considered to either be essential (E) to successfully undertake the duties and responsibilities of the post or are considered to be desirable (D) .	

1. Qualifications		
1.1	NEBOSH	D
1.2	IOSH	E
1.3	HNC/HND in relevant field or equivalent experience,	E
1.4	BIFM member	E
	Evidence of continued professional development	D
1.5	Qualifications/membership of professional institute in relevant field	D
	Training qualification as "Authorised Person/Responsible Person" or working towards	D
2. Experience		
2.1	Mechanical & Electrical operational management experience with particular emphasis of boiler plant and electrical distribution systems	E
2.2	Experience of working within a clinical or healthcare environment	E
2.3	Proven track record and sound knowledge and experience of working in contract management and directly monitoring contractors, with a strong focus around productivity, quality, health and safety compliance and cost effectiveness	E
2.4	To be able to demonstrate experience of managing programmes of works and surveys for gas, electrical, asbestos and legionella	E
2.5	Project management: Experience in managing property maintenance, compliance and improvement projects, programmes or contracts within budget and deadlines	E
2.6	Experience working at a senior level in a similar role	D
2.7	Experience of staff management	E
3. Knowledge		
3.1	Knowledge of statutory and mandatory compliance standards	E
3.2	Knowledge of relevant H&S legislation	E
3.3	Working knowledge of Maintenance Support Systems	E
3.4	Detailed knowledge of Mechanical & Electrical systems and services	E
3.5	Detailed knowledge of Healthcare Standards HTM/HBNs (where applicable) and the Care Quality Commission Outcome 10	E

Skills		
4.1	Strong financial and budget management skills	E
4.2	Excellent communication skills both written and verbal	E
4.3	To be able to work as part of a team	E
4.4	To be able to communicate with people at all levels and to be sensitive to the needs of all stakeholders	E
4.5	Ability to work under pressure while making quick and sound judgements and meeting tight deadlines	E
4.6	To be able to negotiate and manage conflict to achieve a positive outcome	E
4.7	Ability to make sound judgements on a day to day basis	E
	Proficient in the use of all aspects of Microsoft Office and other computer programmes relevant to the job	E
Special Conditions		
5.1	Flexibility with regards to working hours depending on the needs of the service	E
5.2	Any other duties that are commensurate with the role as defined by the Chief Executive.	E