**Job Description**

Director of Technical Solutions

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| **Post Title:** Director of Technical Services | **Post Reference: JD211** |  |
| **Summary of the Role:**  Reporting to the Strategic Director of Operations, the Director of Technical Solutions will lead the delivery of engineering services across the entire estate. Ensuring that buildings are safe, compliant, resilient, well maintained and present as an attractive health care environment for the benefit of patients and staff. The post holder with responsible for an overarching budget of circa £11.5M per annum.  This strategic role gives the postholder autonomy for defining, executing and monitoring a number of business-critical strategies including – Site Infrastructure master-planning, technical leadership, long term maintenance programme, capital investment design oversight pertaining to HTM / HBN compliance, statutory and mandatory compliance delivery, development of engineering best practice across all of 2gether’s managed estate services, implementation of new business estate service requirements and standards. The post holder will be responsible for the appointment of all AP’s (across all disciplines), in conjunction with successful assessments by discipline AE’s, in the capacity of the designated person. Also, to oversee the delivery of national data compilations such as ERIC and PAM, ensuring data is accurate and timelines are met.  The post holder will ensure that the infrastructure on each of 2Gether’s sites supports the provision of high quality, safe care and delivers a positive experience for all that use them. In achieving this, the post holder is required to ensure that the company meets all its statutory and regulatory requirements, and lead in the Care Quality Commission assurance process for the outcomes that relate to the department and to provide evidence in relation to the outcome standards.    To advise and support the General Managers and Heads of Estates in ensuring site-based estates practices are efficient, adaptive and responsive, in both the short and long-term, to meet the strategic aims, objectives and priorities of 2Gether’s customers. To provide professional advice to 2Gether and its clients, including statutory health and safety requirements.  The Director of Technical Solutions is a senior and strategic post at 2Gether. Although the post holder is responsible for the development and operation of 2Gether’s estate, they need to be a leader of the highest calibre who can make a significant contribution to the development and delivery of 2Gether’s wider strategic aims and objectives and its operational policies. They are expected to play a key leadership role within the senior management team by developing sustainable and efficient engineering and estates management models, aligning with market requirements and industry best practices. | | **Reports to:** Strategic Director of Operations |
| **Base / Location**: Across East Kent University Foundation Trust Hospitals. |
| **Key Responsibilities** | | **Working Relationships & Contacts** |
| **Strategic Planning of the Estate**  Assisting the Strategic Director of Operations with creating and maintaining a strategic estate plan (over a 3 to 15-year timescale) including capital replacement in line with the overall objectives agreed with the client. Delivery of the strategic plan and Leadership of Estates and facilities managers.  **Programme management and governance**  Deliver the engineering and estates sustainability plan to ensure that the service is improved and can confidently deliver services in compliance with statutory requirements.  Ensure that all services provided follow 2Gether and the Client’s procurement rules and are in line with Standard Financial Instructions. The contracts should be tendered to ensure they are back to back with 2Gether SLAs and standardised across the estate wherever possible and represent best value.  **Operational Delivery**  Develop and implement policy, procedure and process across the team to ensure standardisation and adherence of the same. Identify any gaps / improvements in service / staff training requirements and work with the General Managers and Head of Estates for each site to continually improve standards of service.  Development of backlog maintenance Capital programme annually and ensure the delivery of the plan is in line with projected spend and timelines. Assist Heads of Estates / Director(s) of Estates & Facilities with compilation of business cases and tendering documentation where required, ensuring the final proposal is of sufficient standard for submission.  Provide leadership and ownership to the assurance of project completion by ensuring a seamless handover of all major capital projects is undertaken.  **Financial Management**  Compilation of annual budgets for the division to accurately reflect the needs of the department.  Current budgetary responsibility is circa £11.5M per annum which includes pay, revenue, compliance and critical infrastructure projects. Constant review to ensure value for money, efficiencies and potential savings in order to contribute to the wider divisional CIP programme.  The post holder is an authorised signatory for purchases within the Estates function, and also authorises staff timesheets and expense claims including bank and agency staff employed within the Estates function.  The post holder is responsible for procurement of goods and services relating to the Estates function, including contracts for outsourced services and services delivered through Service Level Agreements (SLAs) with other NHS organisations.  **Managing the team**  The team consists of:   * Compliance Management Team * Property Services Manager * Head of Energy & Sustainability * Technical Analyst * Technical Engineering Manager   Matrix Management Engagement with General Managers and Head of Estates for respective sites.  **Client interaction**  Act as the 2Gether point of contact for Trust Senior Management, external advisers and other external organisations with regards to Estates operational issues & advice.  Act as the 2Gether representative for all Estates escalations and presence at formal meetings.  Defining, for the Estates and Facilities team, their overall objectives and targets in support of the Estate Strategy and monitoring results to ensure that planned objectives and services levels are met.  Setting and monitoring the professional standards required of Estates and Engineering operatives, having regard to quality expectations as well as relevant statutory and regulatory requirements.  Embedding change derived from 2Gether’s 5 year plan and monitoring delivery to ensure this is at the required standard to meet the required Key Performance Indicators and Service Level Agreements. | | 1. Board members 2. Staff and trade union representatives 3. Client Board members and estate users 4. Local government and NHS bodies 5. Suppliers of goods and services 6. Facilities networks 7. Health and Safety Executive 8. Internal departments such as finance and procurement 9. Care Quality Commission |

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| **Person Specification:** | | |
| **Knowledge & Skills:**  Ability to motivate and lead a large scale and diverse team within a large, complex organisation. (E)  Knowledge and experience in commercial Engineering processes and healthcare engineering best practice. (E)  Considerable experience and skill in negotiation of complex contracts and agreements. (D)  Excellent interpersonal and communication skills enabling effective partnership working. (E)  Considerable technical knowledge within own profession plus wide understanding of allied disciplines including commissioning and project management. HTM / HBN technical understanding. (E)  Knowledge of market testing processes and benchmarking techniques. (D)  Strong leader with track record of success in change management. Team player with ability to contribute effectively at corporate level. (D) | **Experience**  Extensive experience of leading and managing the development and implementation of estates strategy to support an organisation’s corporate strategy. (E)  Experience in an estate leadership role across a large-scale property portfolio with significant operational land and property holdings and live 24/7 operations. (E)  Track record of leading the provision of operational estates and services such as estates maintenance and compliance and associated operational budgets. (E)  Experience of line managing a large team across multiple sites. (E) | **Qualifications**  Relevant professional membership in an appropriate discipline (IHEEM, CIBSE, SOE, IET) (D)  BEng in Engineering or Level 5 qualification in relatable engineering field, working towards BEng qualification or equivalent (E)  Current / previously held HTM AP appointments under HTM 02 / 03 / 04 / 05 / 06 (E)  CEng / IEng qualification or CPD evidence working towards qualification or equivalent (E) DUPLICATE OF 2 |