

National profiles for Estates and Maintenance

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Jan 2023 – drafting error corrected on Page 15 to correct bold and non-bold evidence to reflect factor levels in Factor 1

* Profiles revised and renamed June 2019

** Estates Manager Higher Level (operations and/or specialist services) replaces Estates Manager Higher Level (operations 8a-b) and now includes specialist services.

Please note: The following profiles have been archived and whilst any jobs currently matched to them should remain, any new jobs should be matched to a new profile

Profile Title	Band	Date of publication
Estates Support Worker	1	December 2004
Estates Support Worker Higher Level	2	December 2004
Estates Maintenance Worker	3	December 2004
Maintenance Supervisor	4	March 2003
Estates Maintenance Worker (Higher Level)	4	December 2004
Estates Maintenance Worker Specialist	5	December 2004
Estates Officer Entry Level	5	March 2005
Fire Safety Officer	5	March 2005
Estates Maintenance Worker Team Leader	5	December 2004
Estates Manager Higher Level (Operations)	8a-b	May 2005

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Note: Following a review of the profiles, the following profiles have been withdrawn.

Profile Title	Band	Date of publication
Maintenance Craftworker (Gas or Electrical or Mechanical)	3	March 2003
Specialist Works Officer Electrical and/or Mechanical	5	April 2003
Specialist Works Officer (Building)	5	April 2003
Works Officer Section Manager	6	April 2003

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Profile Label: Estates Support Worker

Job Statement: 1. Maintains and repairs electrical, mechanical equipment and tools or other on site facilities
2. Ensures the fabric of the building provides a safe environment for patients, public and staff

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information, to inform work colleagues, patients, clients Exchanges routine information with colleagues, external contacts	2
2. Knowledge, Training & Experience	Range of routine work procedures requiring job training Knowledge of electrical and mechanical systems and tools; gained through training and induction, part qualification or equivalent	2
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Fault finding on equipment	2
4. Planning & Organisational Skills	Organise own day-to-day work tasks or activities Plans own work	1
5. Physical Skills	Physical skills obtained through practice Use of hand tools, standard driving	2
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Incidental contact with patients/clients	1
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment May comment on maintenance policies	1
8. Responsibility for Financial & Physical Resources	Maintain stock control/ installation and/or repair and maintenance of physical assets Requisition spare parts/ maintain equipment, repair and maintenance of boilers and other equipment	2(c) / 3(e)
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Supports induction of new starters	1
10. Responsibility for Information Resources	Records personally generated information Process own timesheets or similar work records	1
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Participates in surveys or audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Carry out routine duties referring to SOPs as required, supervision normally available	2
13. Physical Effort	Occasional/ frequent moderate effort for several long periods; occasional/ frequent requirement for intense effort for several short periods; ongoing requirement for moderate effort Lift waste, stack waste, push trailers/ hitch trailers off van; lift manhole covers and valves	3(a)/ 4 (b) / 4 (c) / 5(a) / 5(b)
14. Mental Effort	Frequent concentration, work pattern predictable Operate electrical and mechanical systems, take measurements	2(a)
15. Emotional Effort	Exposure to distressing situations is rare/ occasional Contact with patients	1 – 2(a)
16. Working Conditions	Frequent unpleasant conditions; occasional / frequent highly unpleasant conditions Inclement weather; heat and humidity in boilers/ sewage, body fluids, gas fumes	3(a) (b)/ 4(b)
JE Score/Band	JE Score 167-201	Band 2

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Profile Label: Estates Support Worker Higher level

Job Statement: 1. Repairs and maintains estates and maintenance equipment
2. Repairs fixtures and fittings, including carpentry

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information to inform work colleagues, patients, clients Exchange routine information with colleagues, external contacts	2
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge Knowledge of a range of procedures for basic testing and repair of estates and maintenance equipment; level 3 vocational qualification or equivalent experience	3
3. Analytical & Judgemental Skills	Range of facts and situations, requiring analysis, comparison of a range of options Problem solve faulty equipment, interpret operational manuals, establish best solution for problem	3
4. Planning & Organisational Skills	Organise own day to day work tasks or activities/ plan and organise straightforward activities, some ongoing Plans own work/ plan new installations and refurbishment, schedule work	1 / 2
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools and equipment Manipulation of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts / provide non-clinical advice Incidental contact with patients/ clients/ advises patients/clients on use of equipment in a clinical setting as a significant aspect of the work	1 - 2
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment May comment on maintenance policies	1
8. Responsibility for Financial & Physical Resources	Installation and/or repair and maintenance of physical assets Maintains equipment and repairs health service property and equipment	3 (e)
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ day to day supervision; providing practical training Supports induction of new starters/ professional supervision, training of apprentices, trainees, support workers	1/ 2(a)(c)
10. Responsibility for Information Resources	Record personally generated information Process own timesheets or similar work records	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Participates in surveys or audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Carry out routine duties referring to SOPs as required, supervision normally available	2
13. Physical Effort	Occasional/frequent moderate effort for several long periods; occasional intense effort for several short periods Heavy repairs, move equipment; move heavy materials, boiler casings	3(b)/ 4(a)/ 4(c)
14. Mental Effort	Frequent concentration; work pattern predictable/unpredictable Concentration for fault finding, inspections/interruptions to deal with emergencies	2(a) – 3(a)
15. Emotional Effort	Exposure to distressing situations is rare/occasional Contact with patients	1 – 2(a)
16. Working Conditions	Frequent unpleasant conditions; occasional / frequent highly unpleasant conditions Inclement weather; heat and humidity in boilers/ sewage, body fluids, gas fumes	3 (a)/ 3(b)/ 4(b)
JE Score/Band	JE Score 224 – 268	Band 3

National profiles for Estates and Maintenance

Profile Label: Tradesperson

Job Statement: 1. Installs, maintains, services and repairs a range of equipment used within their trade
2. Maintains equipment, fabric, utility services of trust properties as per their trade

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information to inform work colleagues, patients, clients/ provide and receive complex or sensitive information Communicates technical issues to maintenance staff/ explain technical issues to other staff, patients	2 - 3(b)
2. Knowledge, Training & Experience	Range of work procedures and practices majority non-routine; intermediate level of theoretical knowledge Knowledge of a full range of trade procedures acquired through a 4 year accredited training course on required equipment; level 3 vocational qualification or equivalent plus relevant or equivalent experience	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Problem solve technical issues, fault diagnosis and solution finding	3
4. Planning & Organisational Skills	Plan and organise straightforward tasks, some ongoing Plans own ongoing maintenance activities	2
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Manipulation of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/ clients during incidental contact/ provide non-clinical advice Incidental contact with patients/ advises patients/ clients on use of equipment in a clinical setting as a significant aspect of the work	1 - 2
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment May comment on maintenance policies	1
8. Responsibility for Financial & Physical Resources	Installation and/ or repair and maintenance of physical assets Maintains and repairs trust properties and equipment	3(e)
9. Responsibility for Human Resources	Day to day supervision Supervises maintenance assistants, checks, evaluates work	2(a)
10. Responsibility for Information Resources	Record personally generated information Undertakes maintenance records	1
11. Responsibility for Research & Development	Undertake surveys or audits as necessary to own work/ regularly undertake equipment testing Participates in surveys, audits/undertakes acceptance and testing of new equipment	1 – 2 (c)
12. Freedom to Act	Clearly defined occupational policies Works within maintenance procedures, work is usually managed not supervised	3
13. Physical Effort	Occasional/ frequent moderate physical effort for several long periods/ occasional requirement to exert intense physical effort for short periods Heavy repairs; moves equipment/ lifts manhole covers	3(b)/ 4(b)/ 4(c)
14. Mental Effort	Frequent concentration; work pattern predictable/unpredictable Concentration for fault finding, inspections/interruptions to deal with emergencies	2(a) 3(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/ occasional Contact with patients	1 - 2
16. Working Conditions	Occasional/ frequent to highly unpleasant conditions Sewage and gas fumes	3 (b)/ 4 (b)
JE Score/Band	JE Score 227 – 321	Band 4

National profiles for Estates and Maintenance

Profile Label: Tradesperson Higher Level

Job Statement:

1. Installs, maintains, services and repairs full range of estates services equipment within a defined area (e.g. air conditioning) or across all relevant areas of their trade
2. Provides technical advice to other estates maintenance staff, contractors to ensure compliance with safety standards and procedures
3. Undertakes condition surveys, evaluates inspection reports

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information; provide training to groups Communicates technical issues, safety requirements to other staff, patients, contractors; provides technical training to groups of staff, contractors	3(b) (c)
2. Knowledge, Training & Experience	Range of work procedures, practices underpinned by theory or practical experience Knowledge of a full range of trade procedures acquired through a 4 year accredited training course on required equipment; level 3 vocational qualification or equivalent plus relevant training or equivalent experience, plus additional training and developed skills e.g. air conditioning	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of a range of options/ complex facts requiring analysis, interpretation, comparison of range of options Problem solve technical issues, fault diagnosis and solution finding, assess safety situation/ analysis and diagnosis of faults in complex, multi-faceted equipment	3 - 4
4. Planning & Organisational Skills	Plan, organise complex activities, requiring formulation, adjustment Plans, schedules major interruptions, maintenance activities, co-ordinates work of contractors	3
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Manipulation of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts/provide non-clinical advice Incidental contact with patients/ advises patients/ clients on use of equipment in a clinical setting as a significant aspect of the work	1-2
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area Propose changes to protocols and procedures, contributes to policy development	2
8. Responsibility for Financial & Physical Resources	Installation and/or repair and maintenance of physical assets Maintains and repairs trust properties and equipment	3(e)
9. Responsibility for Human Resources	Day to day supervision; provide practical training Supervise maintenance assistants, contractors, checks, evaluates work; provides practical training to staff, contractors	2(a) (c)
10. Responsibility for Information Resources	Record personally generated information/ occasional requirement to use computer software to create reports, documents, drawings Updates maintenance records; creates databases, spreadsheets	1-2(b)
11. Responsibility for Research & Development	Regularly undertake R&D activities; equipment testing Undertakes condition surveys; undertakes acceptance testing of new equipment	2(b) (c)
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within maintenance procedures, safety standards	3
13. Physical Effort	Occasional/frequent moderate physical effort for several long periods/ occasional requirement to exert intense physical effort for short periods Heavy repairs; moves equipment/ lifts manhole covers, heavy equipment	3(b)/ 4(b)/ 4/ (c)
14. Mental Effort	Frequent concentration; work pattern predictable/unpredictable Concentration for fault finding, inspections/ interruptions to deal with emergencies	2(a)-3(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional Contact with patients	1-2 (a)
16. Working Conditions	Frequent unpleasant; occasional highly unpleasant conditions Chemicals; sewage and gas fumes	3(a)(b)
JE Score/Band	JE Score 344 – 386	Band 5

National profiles for Estates and Maintenance

Profile Label: Tradesperson Team Leader

Job Statement: 1. Provide technical engineering advice and support for the maintenance of equipment, fabric and utility services for the trust
2. Supervises/ manages direct labour force including contractors

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information requiring tact or persuasive skills; provide and receive complex or sensitive information Persuades staff to co-operate with maintenance staff, secures co-operation of staff in implementing operational procedures for new equipment; explains technical issues to non-technical staff	3(a) (b)
2. Knowledge, Training & Experience	Range of work procedures and practices majority non-routine; intermediate level theoretical knowledge Practical and theoretical and electric engineering knowledge; acquired through diploma or equivalent and experience	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Fault diagnosis, interprets technical information, formulates technical solutions to improve equipment performance, analysis, suitability of equipment	3
4. Planning & Organisational Skills	Plan and organise complex activities or programmes requiring formulation, adjustment Plans maintenance and upgrading programmes, plans and adjusts staffing levels	3
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Manipulation of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts/ provide non-clinical advice Incidental contact with patients/advises patients/ clients on use of equipment in a clinical setting as a significant aspect of the work	1-2
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area Implements policies for the building and maintenance service	2
8. Responsibility for Financial & Physical Resources	Authorised signatory; monitor budgets or financial initiatives; installation and/ or repair and maintenance of physical assets Authorises payments; monitors project budgets, maintains and repairs trust properties and equipment	3(a)(c)(e)
9. Responsibility for Human Resources	Day to day management Day to day management of maintenance staff, contractors	3(a)
10. Responsibility for Information Resources	Data entry, text processing, storage of data Stores maintenance information on a daily paper based log and/ or on computerised system	2(a)
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Completes e.g. staff surveys	1
12. Freedom to Act	Broad occupational policies Works within broad occupational parameters, manages areas of maintenance work	4
13. Physical Effort	Frequent light effort for several short periods; occasional/ frequent moderate effort several short periods Climbing, lifting equipment	2(b) (d)/ 3(c)
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration for analysing technical specifications and reports, fault diagnosis, repairs; interruptions for emergencies	3(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional Contact with patients	1-2(a)
16. Working Conditions	Frequent unpleasant/ occasional highly unpleasant conditions Dust and dirt/ sewage, gas fumes	3(a) (b)
JE Score/Band	JE Score 330 – 346	Band 5

National profiles for Estates and Maintenance

Profile Label:
Job Statement:

Estates Officer (Operations)
1. Responsible for engineering maintenance section for the trust, including management of staff
2. Act as Authorised Person/ Responsible Officer in relation to specific maintenance responsibilities e.g. medical gases, sterilisation equipment
3. Maintains, operates and reviews pre planned maintenance programme; review and revises procedures, working practices

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information; negotiating skills Exchanges maintenance, technical project-related information with specialists, non-specialists; negotiates with contractors or suppliers	4(a)
2. Knowledge, Training & Experience	Specialist knowledge underpinned by theoretical knowledge Professional knowledge acquired through degree plus specialist knowledge or equivalent level of knowledge acquired through courses and experience. Post graduate/diploma level or equivalent	6
3. Analytical & Judgemental Skills	Complex facts, requiring analysis, interpretation, comparison of range of options Judgements across wide range of estate issues taking into account legislation, H&S, conflicting demands – allocation of labour, complex fault finding	4
4. Planning & Organisational Skills	Plan, organise complex activities, requiring formulation, adjustment Plans and prioritises maintenance projects, including liaison with users, contractors, specialist agencies; project management	3
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to policies, impact beyond own area Reviews policies and practices, impact on other departments	3
8. Responsibility for Financial & Physical Resources	Authorised signatory; installation and/ or repair and maintenance of physical assets/ responsible for maintenance of physical assets for department/ service Authorises payments to contractors, suppliers, signs off direct labour costs; maintains and repairs trust properties and equipment/ responsible for maintenance of facilities, equipment	3(a)(e) – 4(c)
9. Responsibility for Human Resources	Day to day management Manages engineering maintenance team, oversight of contractors	3(a)
10. Responsibility for Information Resources	Responsible for storage of data; occasional requirement to use computer software to create reports, documents, drawings Stores engineering maintenance info; creates databases, spreadsheets	2(a)(b)
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work/ undertakes R&D activity Undertakes surveys or audits/ undertakes estates condition survey	1 – 2(a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, responsible for engineering maintenance on a day to day basis	4
13. Physical Effort	Sitting, standing, walking/ some physical effort Light physical effort/ accesses confined areas	1 – 2 (e)
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for paperwork; drawings; operational incidents	3(a)
15. Emotional Effort	Rare /occasional exposure to distressing or emotional circumstances Contact with patients, deals with complaints	1 – 2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions/ occasional highly unpleasant conditions Site visits, maintenance activities/ sewage, pest infestation	2(a) – 3(a) (b)
JE Score/Band	JE Score 424 – 457	Band 6

National profiles for Estates and Maintenance

Profile Label: Estates Office (Specialist Service)

Job Statement:

1. Responsible for a specialist service to the organisation e.g. fire safety, energy management, environmental management, waste management, telecommunications management, estates IT; undertakes project management in specialist field, where appropriate
2. Ensures compliance with relevant legislation, regulations, codes of practice, technical guidance; develops policies in specialist field and ensures their implementation
3. Provides training in specialist field, as appropriate; may supervise staff in specialist field

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information; negotiating skills Exchanges specialist information with specialists, non-specialists; negotiates with contractors, suppliers, statutory agencies, utility companies	4(a)
2. Knowledge, Training & Experience	Specialist knowledge underpinned by theoretical knowledge Professional knowledge acquired through degree plus specialist knowledge acquired through courses and experience, or equivalent. Post graduate/diploma level or equivalent	6
3. Analytical & Judgemental Skills	Complex facts, requiring analysis, interpretation, comparison of range of options Judgements across specialist estates issues taking into account legislation, H&S, conflicting demands – systems failure, complex fault finding	4
4. Planning & Organisational Skills	Plan, organise complex activities, requiring formulation, adjustment Specialist project planning, management e.g. new waste system, telecoms system, co-ordinates contractors, specialist agencies, plans specialist training programmes	3
5. Physical Skills	Physical skills obtained through practice/highly developed physical skills accuracy important; manipulation of fine tools, materials Keyboard, driving skills/use of fine tools and equipment	2-3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/ Service Development	Implement policies, propose changes to policies, impact beyond own area/ responsible for implementation, development of policies for one or more areas Reviews policies and practices for specialist area, impact on other departments/ across the organisation	3 – 4
8. Responsibility for Financial & Physical Resources	Authorised signatory; hold delegated budget Authorises payments to contractors, suppliers, signs off direct labour costs; holds delegated budget for specialist area	3(a)(d)
9. Responsibility for Human Resources	Day to day supervision; provide training in own discipline/provide specialist training Supervision of technicians or other staff working with jobholder; provides training in own area/ specialist area	2(a)(c)-3(c)
10. Responsibility for Information Resources	Responsible for storage of data; occasional requirement to use computer software to create reports, documents, drawings Stores specialist information; creates databases, spreadsheets	2(a) (b)
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work/ undertakes R&D activity Undertakes surveys or audits/ undertakes estates condition survey	1 – 2 (a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, lead specialist in own field	4
13. Physical Effort	Sitting, standing, walking/ some physical effort Light physical effort/ accesses confined areas	1-2(a)
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for paperwork; deals with operational incidents	3(a)
15. Emotional Effort	Exposure to distressing situations is rare/occasional Contact with patients, deals with complaints	1 – 2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions/ occasional highly unpleasant conditions Site visits, maintenance activities/ sewage, waste, pest infestation	2(a)-3(a) (b)
JE Score/Band	JE Score 403 – 457	Band 6

National profiles for Estates and Maintenance

Profile Label: Estates Officer (Projects)

Job Statement:

1. Responsible for the delivery of delegated projects in the estate investment programme, including design, obtaining tenders, liaison with consultants and statutory bodies, agreeing standards and ensuring they are met, acceptance of works
2. Maintains database of Estates records and drawings
3. Provides training, as necessary, for staff and contractors working on own projects

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information, negotiating skills Exchanges technical projects-related information with staff, contractors, negotiates aspects of projects e.g. variation costs	4(a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist works and building knowledge including legislation to degree level or equivalent, post graduate knowledge through training, experience	6
3. Analytical & Judgemental Skills	Complex facts, requiring analysis, interpretation, comparison of range of options Judgements across wide range of estates projects issues, including design options, taking into account legislation, H&S, conflicting demands	4
4. Planning & Organisational Skills	Plan and organise complex activities requiring formulation, adjustments Plans estates projects, including liaison with contractors, suppliers	3
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Prepares technical drawings using CAD, use of drawing measurement, surveying tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/ Service Development	Implement policies, propose changes to policies, services Contributes to review and development of estates projects related policies	2
8. Responsibility for Financial & Physical Resources	Authorised signatory; installation and/ or repair and maintenance of physical assets/ responsible for installation of physical assets for department/ service Authorises payments to contractors, suppliers, certifies payment certificates; responsible for installation projects/ responsible for estates capital projects	3(a)(e) - 4(c)
9. Responsibility for Human Resources	Day to day supervision Supervision of technical staff and other working on projects	2(a)
10. Responsibility for Information Resources	Requirement to use computer software to develop or create reports, documents, drawings Responsible for production of manual, digital drawings using CAD equipment for Estates Service	3(b)
11. Responsibility for Research & Development	Regularly undertake R&D activity Carries out e.g. estates surveys, asbestos surveys	2(a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, leads on allocated projects	4
13. Physical Effort	Frequent light effort for several short periods Working at heights, carrying surveying equipment	2(b)
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when making drawings, drawing up tender specs, chairing site meetings	2(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional Deals with contractor grievance, performance issues	1 - 2(a)
16. Working Conditions	Occasional/frequent unpleasant conditions Dust and dirt on site	2-3(a)
JE Score/Band	JE Score 419-441	Band 6

National profiles for Estates and Maintenance

Profile Label: Estates Manager (Operations)

Job Statement: 1. Responsible for ensuring that engineering maintenance, including contract work, is carried out to appropriate standards and specifications; management of engineering maintenance staff
2. Acts as Authorised Person in relation to specific maintenance responsibilities e.g. medical gases, high and low voltage electrical systems
3. Implements and maintains physical assets register; oversees minor schemes and capital work

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information; negotiating skills Exchanges maintenance, technical project-related information with specialists, non-specialists; negotiates with contractors, suppliers	4(a)
2. Knowledge, Training & Experience	Specialist knowledge underpinned by theory and practice Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through post-graduate course and experience to masters equivalent level	7
3. Analytical & Judgemental Skills	Complex facts, requiring analysis, interpretation, comparison of range of options Judgements across wide range of estate issues taking into account legislation, H&S, conflicting demands – condition of plant and equipment, complex fault finding	4
4. Planning & Organisational Skills	Plan, organise range of complex activities, long term service planning Long term maintenance planning, short term projects planning, emergency, contingency planning for critical services	4
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/ Service Development	Responsibility for policy development, implementation for service Reviews, develops policies for engineering maintenance	4
8. Responsibility for Financial & Physical Resources	Authorised signatory, hold delegated budget; installation and/ or repair and maintenance of physical assets/ responsible for maintenance of physical assets for department/ service Authorises payments to contractors, suppliers; holds delegated budget for refurbishment schemes; maintains and repairs trust properties and equipment/ responsible for maintenance of facilities, equipment	3(a)(d)(e) - 4(c)
9. Responsibility for Human Resources	Line management Line manager for engineering maintenance staff	4(a)
10. Responsibility for Information Resources	Occasional/ regular requirement to use computer software to develop or create reports, documents, drawings Uses CAD-CAM system for building plans	2(b) - 3(b)
11. Responsibility for Research & Development	Regularly undertakes R&D activity Undertakes estates condition survey	2(a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, responsible for engineering maintenance	4
13. Physical Effort	Sitting, standing, walking; some physical effort Light physical effort	1
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration for paperwork, drawings; operational incidents	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff grievance, disciplinary issues	2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions/ occasional highly unpleasant conditions Site visits, maintenance activities/ sewage, pest infestation	2(a) 3(a)(b)
JE Score/Band	JE Score 514 – 537	Band 7

National Profiles for Estates and Maintenance

Profile Label: Estates Manager (Specialist Services)

- Job Statement:**
1. Responsible for providing and responsible person for one or more specialist services to the organisation e.g. energy management, environmental management, waste management, telecommunications management, estates IT; undertakes project management in specialist field(s), where appropriate
 2. Ensures compliance with relevant legislation, regulations, codes of practice, technical guidance; develops policies in specialist field(s) and ensures their implementation
 3. Provides training in specialist field(s), as appropriate; supervises or manages staff in specialist field(s)

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information, negotiating skills/ highly complex information, co-operation or agreement required Exchange specialist information with specialities, non-specialities; negotiates with contractors, suppliers, statutory agencies, utility companies/ requires developed skills in order to convince senior managers of need to change policies in specialist field	4 (a)-5(a)
2. Knowledge, Training & Experience	Highly developed specialist knowledge underpinned by theory and experience. Professional knowledge acquired through degree plus specialist knowledge acquired through courses and experience to masters level or equivalent	7
3. Analytical & Judgemental Skills	Complex facts, requiring analysis, interpretation, comparison of a range of options Judgements across specialist estates issues taking into account legislation, H&S, conflicting demands – systems failure, complex fault finding	4
4. Planning & Organisational Skills	Plan, organise complex activities, requiring formulation, adjustment Specialist project planning, management e.g. new waste system, telecoms system, co-ordinates contractors, specialist agencies, plans specialist training programmes	3
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment	3 (b)
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/Service Development	Implement policies, propose changes to policies, impact beyond own area/ policy implementation and development for more than one area of activity Reviews policies and practices for specialist area, impact on other departments/ impact on more than one area of activity	3-4
8. Responsibility for Financial & Physical Resources	Authorised signatory; hold delegated budget/ hold budget Authorises payments to contractors, suppliers, signs off direct labour costs; holds delegated budget for specialist area/ budget holder for e.g. energy	3(a)(d)-4(a)
9. Responsibility for Human Resources	Day to day management; provide specialist training Manages technicians or other staff working with jobholder; provides training in specialist area	3(a)(c)
10. Responsibility for Information Resources	Responsible for maintaining one or more information systems, significant job responsibility Responsible for maintaining specialist information system	3(c)
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work/ undertakes R&D activity Undertake surveys or audits/ undertakes estates condition survey	1-2(a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, lead specialist in own field	4
13. Physical Effort	Sitting, standing, walking/ some physical effort Light physical effort/ accesses confined areas	1-2(a)
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for paperwork; deals with operational incidents	3(a)
15. Emotional Effort	Exposure to distressing situations is rare/occasional Contact with patients on wards, deals with complaints	1-2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions/ occasional highly unpleasant conditions Site visits, maintenance activities/ sewage, waste, pest infestation	2(a)-3(a)(b)
JE Score/Band	JE Score/Band 471 – 528	Band 7

National Profiles for Estates and Maintenance

Profile Label: Estates Manager (Projects)

- Job Statement:**
1. Responsible for the day to day management of the organisation's capital programme and revenue schemes
 2. Maintains database of Estates records and drawings
 3. Manages estates staff

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required Communicates multi-stranded project, design, financial, contractual information, presents work scheme proposals to Board, senior managers, contractors, estates staff to gain co-operation	5(a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist works and building knowledge including legislation to degree level or equivalent, post graduate knowledge plus experience. Post graduate/diploma level or equivalent	6
3. Analytical & Judgemental Skills	Complex facts, interpretation, comparison of a range of options. Judgements across wide range of estates issues taking into account legislation, H&S, conflicting demands, project delivery, compliance issues	4
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulate, adjust plans or strategies Plans multi stranded capital projects, many of which are ongoing and inter-related	4
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Preparation of technical drawings using CAD, drawing measurement tools	3(b)
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts Contact with patients when carrying out building work	1
7. Responsibility for Policy/Service Development	Responsible for policy implementation and development for a service Responsible for the development and implementation of capital procurement policies for the Estates Service	4
8. Responsibility for Financial & Physical Resources	Budget holder for department/service; procurement of physical assets or supplies for department/service Manages estates budget and procures physical assets; purchases assets and selects suppliers	4(a)(c)
9. Responsibility for Human Resources	Day to day management/ line manager Manages estates projects team/ responsible for recruitment, personal and career development, performance	3(a)-4(a)
10. Responsibility for Information Resources	Requirement to use computer software to develop or create reports, documents, drawings Responsible for production of manual, digital drawings using CAD equipment for Estates Service	3(b)
11. Responsibility for Research & Development	Regularly undertake R&D activity Conducts a range of estates surveys and audits	2(a)
12. Freedom to Act	Broad occupational policies Lead specialist on capital programmes and estate revenue schemes	4
13. Physical Effort	Frequent light effort for several short periods Working at heights, carrying surveying equipment	2(b)
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when using equipment, analysing statistics, documents; requirement to deal with emergencies	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff, contractor grievance, disciplinary issues	2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions Dust and dirt on site	2-3(a)
JE Score/Band	JE Score/Band 498 – 514	Band 7

National Profiles for Estates and Maintenance

Job Title

Estates Manager, Higher Level (Projects)

Job Statement:

1. Develops policies and strategies for implementation of the organisation's capital programme to improve environment for patients and staff
2. Commissions and project manages major capital projects
3. Provides expert specialist and professional construction and estates projects advice to other estates staff, directors, senior management of the organisation; may advise external agencies
4. Manages estates projects staff

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required Communicates multi-stranded project, design, financial, contractual information to Board, senior managers, contractors, co-operation required	5(a)
2. Knowledge, Training & Experience	Specialist knowledge underpinned by theory and practice Specialist works and building knowledge including legislation to degree level or equivalent, post graduate knowledge through training, experience to master's equivalent level	7
3. Analytical & Judgemental Skills	Highly complex facts requiring analysis, interpretation, comparison of range of options Judgements across wide range of estates projects issues taking into account legislation, H&S, conflicting demands, content of expert advice on estates projects matters	5
4. Planning & Organisational Skills	Formulate long term strategic plans, impact across organisation Develops long term capital plans, procurement strategies for organisation, many of which are ongoing and inter- related	5
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Prepares technical drawings using CAD, use of drawing measurement, surveying tools and equipment	3(b)
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/ Service Development	Responsible for policy implementation and development for a service/ range of policy, service development, directorate or equivalent Responsible for the development and implementation of capital procurement policies for the Estates Service/ responsible for development of capital projects policies for organisation	4-5
8. Responsibility for Financial & Physical Resources	Budget holder for department/service; procurement of physical assets or supplies for department/service Manages estates projects budget and procures physical assets; purchases assets and selects suppliers	4(a)(c)
9. Responsibility for Human Resources	Line manager Line manager for estates projects team, including recruitment, performance	4(a)
10. Responsibility for Information Resources	Requirement to use computer software to develop or create reports, documents, drawings Responsible for production of manual, digital drawings using CAD equipment for Estates Service	3(b)
11. Responsibility for Research & Development	Regularly undertake R & D activity Conducts a range of estates surveys and audits	2(a)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations; lead specialist on capital programmes and estate revenue schemes	4
13. Physical Effort	Sitting, standing, walking/ frequent light effort for short periods Light physical effort/ working at heights, carrying surveying equipment	1-2(b)
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when making drawings, drawing up capital plans, chairing meetings; requirement to deal with project emergencies	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff, contractor grievance, disciplinary issues	2
16. Working Conditions	Occasional/ frequent unpleasant conditions Dust and dirt on site	2(a)-3(a)
JE Score/Band	JE Score 581-603	Band 8a-b

National Profiles for Estates and Maintenance

Profile Label:
Job Statement:

Estates Manager Higher Level (operations and/or specialist services)

1. Responsible for the operational management of building and engineering services for the organisation and for management of the organisation's estate, including staff management
2. Has overall responsibility for ensuring that engineering maintenance, including contract work, is carried out to appropriate standards and specifications
3. Provides expert specialist and professional building and engineering expertise to other estates staff, directors, senior management of the organisation; may advise external agencies
4. Undertakes Authorised Person responsibilities in relation to specified systems, facilities

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information; negotiating skills / Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required Exchanges maintenance, technical project-related information with specialists, non-specialists, including senior managers, directors; negotiates with contractors, suppliers / Communicates multi-stranded project, design, financial, contractual information to Board, senior managers, contractors, co-operation required	4(a) -5(a)
2. Knowledge, Training & Experience	Specialist knowledge underpinned by theory and practice Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through post-graduate courses and experience to masters equivalent level	7
3. Analytical & Judgemental Skills	Highly complex facts, requiring analysis, interpretation, comparison of a range of options Judgements across wide range of estates issues taking into account legislation, H&S, conflicting demands, content of expert advice on estates operations matters	5
4. Planning & Organisational Skills	Formulate long term strategic plans, impact across organisation Develops long term strategic estates operations plans to implement organisational objectives for critical services	5
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment	3(b)
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/Service Development	Responsible for policy development, implementation for service/ range of policy, service development, directorate or equivalent Reviews, develops policies for engineering maintenance/ responsible for estates operations policies	4-5
8. Responsibility for Financial & Physical Resources	Budget holder for service; responsible for maintenance of physical assets for department/ service Budget holder for estates operations budget; responsible for maintenance of facilities, equipment	4(a)(c)
9. Responsibility for Human Resources	Line management Line manager for engineering operations staff	4(a)
10. Responsibility for Information Resources	Occasional/ regular requirement to use computer software to develop or create reports, documents, drawings Uses CAD system for building plans	2(b)-3(b)
11. Responsibility for Research & Development	Regularly undertakes R&D activity; equipment testing Undertakes estate condition survey; trials of new equipment	2(a)(c)
12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, responsible for estates operations	4
13. Physical Effort	Sitting, standing, walking/ frequent light effort for several short periods Light physical effort/ working at heights, carrying surveying equipment	1-2(b)
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for paperwork, drawings; operational incidents	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff grievance, disciplinary issues	2(a)
16. Working Conditions	Occasional/ frequent unpleasant conditions/ occasionally highly unpleasant conditions Site visits, maintenance activities/ sewage, pest infestation	2(a) – 3(a) (b)
JE Score/Band	JE Score 561 – 603	Band 8a-b

National Profiles for Estates and Maintenance

Profile Label:
Job Statement:

Head of Estates/ Assistant Head of Estates

1. Professionally accountable for estates construction and/or maintenance and for the strategic development of the full estates service or aspects of this service in a large organisation
2. Has responsibility for ensuring that environment / significant part of, is safe for patients and staff
3. Provides expert specialist and professional construction, building and/or engineering advice to other estates staff, directors, senior management of the organisation
4. Professionally and technically responsible for estates policy development in one or more specialist area; implementation of legislative requirements

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive highly complex information; barriers to understanding Communicates estates policy and technical information at board level and/or to senior managers, directors; high level negotiations with a range of contractors and others	5(a)
2. Knowledge, Training & Experience	Advanced theoretical and practical knowledge Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through post-graduate courses and experience to masters equivalent level plus in-depth managerial, financial and strategic knowledge	8(a)
3. Analytical & Judgemental Skills	Highly complex facts, requiring analysis, interpretation, comparison of a range of options Judgements across wide range of estates issues taking into account legislation, H&S, conflicting demands, professional and technical expert advice on estates/contractual matters, formulation of estates development options	5
4. Planning & Organisational Skills	Formulate long term strategic plans, impact across organisation Develops long term strategic estates strategies to implement organisation objectives	5
5. Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment; computerised technical drawings	3(b)
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/Service Development	Responsible for range of policy, service development for directorate or equivalent Responsible for estates construction, buildings and / or operational development for part of organisation/ whole organisation	4-5
8. Responsibility for Financial & Physical Resources	Responsibility for physical assets for several services/ Corporate responsibility for financial resources and physical assets Accountable for estates construction and / or maintenance for several major services/ whole organisation	5(c) - 6
9. Responsibility for Human Resources	Line manager for single function or department/Line management for several departments Line manager for estates construction and/or maintenance staff	4(a) – 5(a)
10. Responsibility for Information Resources	Occasional/ regular requirement to use computer software to develop or create reports, documents, drawings/ responsible for the operation of one or more information systems Uses computerised equipment to create spreadsheets/uses CAD system for building plans/responsible for estates information systems	2(b)-3(b)-4(b)
11. Responsibility for Research & Development	Regularly undertakes R&D activity; equipment testing Responsible for estates condition, legionella, asbestos surveys; trials of new equipment	2(a)(c)
12. Freedom to Act	Broad occupational policies/General policies, need to establish interpretation Leads on specialist aspects of estates services/responsible for interpreting legislative and other requirements on estates/ expert in field	4 - 5
13. Physical Effort	Sitting, standing, walking Light physical effort	1
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for business plans, meetings; operational incidents	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff grievance, disciplinary issues; contractors disputes	2(a)
16. Working Conditions	Occasional unpleasant conditions Site visits	2(a)
JE Score/Band	JE Score 631 – 700	Band 8c-d

National Profiles for Estates and Maintenance

Profile Label:

Director of Estates and Facilities

Job Statement:

1. Manages organisation's infrastructure and facilities function to ensure high quality, cost effective service
2. Has overall responsibility for ensuring that environment is safe for patients and staff
3. Provides management and leadership to maintenance, estates, hotel services and other facilities activities; has overall responsibility for development of strategies and policies for the directorate
4. Provides expert advice to the organisation on all estates and facilities issues
5. May contribute to corporate decision making

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive information, agreement and co-operation required Communicates estates policy, facilities policy, technical information to senior managers, directors, high level negotiations	5(a)
2. Knowledge, Training & Experience	Specialist knowledge over more than one discipline or function Professional knowledge acquired through degree or equivalent plus specialist knowledge; specialist knowledge across range of estates, facilities activities: acquired through post-graduate courses and experience to masters equivalent level plus managerial, financial and strategic knowledge	8(b)
3. Analytical & Judgemental Skills	Highly complex facts, requiring analysis, interpretation, comparison of range of options Judgements across wide range of estates, facilities issues taking into account legislation, H&S, conflicting demands	5
4. Planning & Organisational Skills	Formulate long term strategic plans, impact across organisation Develops long term strategic estates and facilities strategies to implement organisational objectives for critical services	5
5. Physical Skills	Physical skills obtained through practice/ highly developed physical skills accuracy important, use of fine tools and equipment Keyboard, driving skills/ use of CAD design equipment, fine tools and equipment	2 - 3(b)
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Incidental contact with patients	1
7. Responsibility for Policy/Service Development	Responsible for range of policy, service development for directorate or equivalent/corporate responsibility for policy, service development Responsible for estates, facilities policies for organisation/ corporate responsibility for policies, service development across organisation	5 - 6
8. Responsibility for Financial & Physical Resources	Corporate responsibility for physical assets Accountable for estates construction and maintenance for organisation	6
9. Responsibility for Human Resources	Line management for several departments Line manager for estates, maintenance, facilities staff	5(a)
10. Responsibility for Information Resources	Responsible for the operation of one or more information systems Responsible for estates, facilities information systems	4(b)
11. Responsibility for Research & Development	Regularly undertakes R&D activity; equipment testing Responsible for estates condition, legionella, asbestos surveys; trials of new equipment	2(a)(c)
12. Freedom to Act	General organisational policies, need to establish interpretation Responsible for interpreting legislative and other requirements on estates, facilities for organisation	5
13. Physical Effort	Sitting, standing, walking Light physical effort	1
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for business plans, meetings; operational incidents	3(a)
15. Emotional Effort	Regular distressing or emotional circumstances Deals with staff grievance, disciplinary issues	3(a)
16. Working Conditions	Occasional unpleasant conditions Site visits	2(a)
JE Score/Band	JE Score 695 – 722	Band 8d-9