

Meet Daisy

Estates Officer (Building)

Hi, my name is Daisy. I am an Estates Officer (Building) and I work at the Royal United Hospitals Bath. Find out more about me and what I do below.



What do you do?

I work in the Estates department. I am part of the building team who look after all building **fabric** within the hospital including grounds and gardens.

I am involved in anything building related, from planned or unplanned maintenance to refurbishments, alterations or improvements. I deal with a variety of people including **contractors** as well as **estates**, healthcare and **capital projects** teams.

I am responsible for ensuring that all building **fabric** is safe. I ensure that all building works are **compliant** with fire, **asbestos**, **infection prevention and control** and healthcare building **regulations**.



Describe a typical day

I might spend part of my day writing reports or **tender documentation**, creating floorplans or attending team meetings. I have to be flexible with my schedule because I may be required to respond to problems

See a word in **bold** and not sure what it means? Check out the glossary on the [last page](#)

as they arise. It is rare for me to be sitting at my desk for too long! For example, I could take a phone call alerting me to a leaking roof or an alarm sounding. I would then visit the building, inspect and assess the problem and seek to resolve the issue.

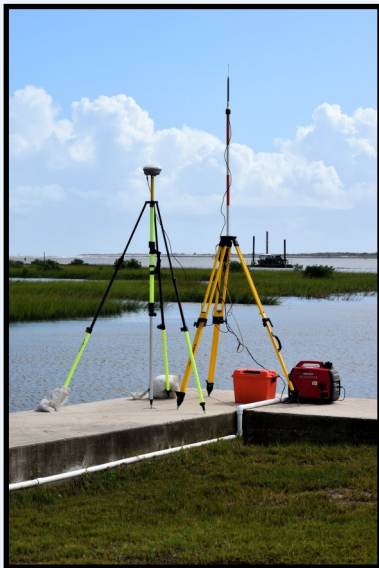


What hours do you work?

I work 7.30am – 4pm, however the Estates department are **on-call** 24 hours a day, seven days a week.



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Surveying equipment

How did you get into this role?

I sat my GCSEs and A-Levels when I was 24 years old. I then studied for a degree in history. Following this, I completed a **master's** in the **conservation** of historic buildings.

My **master's** was a **RICS** accredited course which gave me the qualifications to be a building surveyor. A building surveyor assesses the construction of buildings and makes recommendations about their repair and maintenance.

After leaving university, I was employed in a graduate role, which I did before becoming a **consultant** for a building consultancy company. During this time, I surveyed lots of hospitals and built up experience of working in a healthcare environment.

In 2019, I joined the RUH as a building surveyor on the **bank** to carry out some specific fire compliance work. I did this for four months but my workload changed completely when the pandemic started. In summer last year, a permanent position for the role of Estates Officer (Building) was advertised, so I applied and got the job.

What qualities should somebody have to become an Estates Officer?

I face different issues every day. As a result, good problem-solving skills are essential. You must be able to think quickly whilst remaining calm.



When inspecting buildings, you need to have good observation skills. You also need to be curious about how things work and be unafraid to ask questions if you come across something unfamiliar. For example, when I plan maintenance works on a ward, I might identify some specialist medical equipment that needs to be moved and I have to ask clinical staff if this would be possible.



What is the best part of working at the RUH?



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I work in a fantastic team and I really enjoy making a difference (which is part of the **RUH values**.) Although I am not directly involved in patient care, my work helps to make the patient experience better by improving their surroundings. It also supports healthcare staff to deliver the best quality of care.

Think back to when you were younger, what do you wish you had known at that age to help you with your career?

I did not finish school but I studied successfully in my mid-twenties. This set me on the path to where I am today. I am proof that, with hard work, you can succeed even if your school education does not go to plan.



What advice or tips would you give somebody interested in becoming a Building Surveyor?

Interest and knowledge in the commitment to Net Zero carbon building is now part of any construction stage and **building product**. Researching into this area will give you an insight into the future of construction.

If you choose to train to be a Building Surveyor via the university route, gaining work experience during this time can be beneficial. It shows that you have a genuine interest in a career in construction and can help during job interviews.

Want further information?

- ⇒ Visit the **Health Careers** website (bit.ly/3xsquy2)
- ⇒ Visit the **Step into the NHS** website (www.stepintothenhs.nhs.uk)
- ⇒ Visit **NHS jobs** to search and apply for vacancies at the RUH (www.jobs.nhs.uk)
- ⇒ If you have any other questions or you need this document in an alternative format, please contact us at ruh-tr.careersengage@nhs.net or call **01225 824281** or **01225 821542**



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Glossary

Asbestos	A building material which does not burn. It can be harmful to health if disturbed
Bank	Also known as staffing solutions. People who join the bank can work on a flexible and temporary basis
Building product	Materials used in the construction of buildings, for example bricks, lighting, doors
Capital Projects	This team manages large-scale construction projects in the hospital
Compliant	To conform with rules or laws
Conservation	The act of protecting and preserving something, for example important historic buildings
Consultant	Somebody who has expert knowledge about a particular subject and advises other people about it
Contractors	A person or organisation who is paid to do work for other people or organisations
Estates	The staff members responsible for looking after the hospital site, for example electricians
Fabric	The structures which make up buildings
Infection prevention and control	Measures put in place to prevent the transmission of infectious diseases in healthcare environments (such as COVID-19)
Master's	Also known as a Master's degree. An advanced university degree
On-call	If a member of staff is on-call, they need to be available outside of work, usually at short notice, to carry out their work duties
Regulations	Rules created by an authority, such as the government, which aims to control something
RICS	Stands for Royal Institution of Chartered Surveyors. This organisation sets the standards for qualifications to become a building surveyor
Tender documentation	A set of documents which explain what building work needs to be done. Contractors review these documents and create a formal offer to bid for this work. The successful contractor is awarded the tender and they complete the work for an agreed price. This is known as the tender process