

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Facilities Manager
Department:	Facilities
Hospice Band:	B
Reports to:	Finance Director
Responsible for:	Facilities department in one Hospice site (Erdington or Selly Park) (Facilities/Housekeeping) including volunteers
DBS Required	Standard

Job Purpose

The Facilities Manager role will oversee one Hospice site in Birmingham (Erdington or Selly Park), and oversee or provide cover at the other hospice on occasions where needed;

This role will lead and manage the day-to-day services covering facilities, maintenance, and housekeeping for the Charity, ensuring that the services are responsive, systems are safe, fit for purpose and enhance patient care.

In line with the 2022-2027 strategy, this role will be pivotal in delivering site improvements and a large capital programme plan in conjunction with the Programme Manager, contributing to the strategic planning and development of Hospice services.

This position will provide assurance to the Board, that the Charity is compliant with relevant legislation including estates & facilities legislation and health and safety legislation.

Main Duties and Responsibilities

Managerial and Leadership

- Lead and directly manage the Facilities and Housekeeping departments to ensure appropriate delivery of the day-to-day activities including budgetary responsibility
- Line management duties including the recruitment, induction, holding monthly 1-1 meetings and appraisals and supporting the well-being of direct reports.
- Represent the Facilities department at Operational Management Team meetings.
- Review and development of the Facilities service areas in liaison with other service managers in line with company strategy to achieve key performance indicators and business plan objectives.
- Managing associated key suppliers and contracts.
- To be involved in Volunteer assignments with the assistance of the Facilities Administrator.
- Reports to the Finance Director

Finance & Reporting

- Assist the Deputy Finance Director with the preparation of annual budget proposals and control of expenditure against budgets for Facilities and Housekeeping.
- Assist the Finance Director in budget setting for the capital expenditure programme planning and implementation.
- Responsible for the design and quality of Facilities reports and assist in providing analytical information for Finance & Performance Committee and Board

- Ensure services are delivered in line with agreed budgets and agreed operational targets.
- Ensure that the company operates an ethical procurement system that reduces the carbon footprint of the company
- To ensure value for money is achieved at all times with procurement of goods.

Housekeeping

- Ensure that an efficient and professional housekeeping service is provided to the Hospice, ensuring statutory and other regulatory compliance, including Care Quality Commission (CQC). To ensure all areas are maintained to the highest standard of cleanliness, with particular emphasis on adhering to NHS Standards for clinical areas.
- Populate and carry out monthly compliance audits within the housekeeping departments ensuring all records are completed and maintained to the correct standards.

Risk and Health and Safety Responsibilities

- Ensures company compliance to HAS executive guidelines, fire safety and concurrent compliance with clinical care regulations, PLACE, COSHH and environmental statutory legislation
- Ensuring compliance with statutory, policy or HTM requirements in terms of Fire, Electricity, Water, Gas, Health and Safety, Ventilation, Asbestos, DDA, lifting equipment and other services as required.
- Responsible for developing a confident culture of safety in the Charity
- Carry out one to one DSE assessments for all departments where required and offer expert advice and recommendations on findings.
- Develop a strong network with other Hospices and organisations with a focus on Health and Safety
- To fully audit set processes, e.g. COSHH, risk assessments, waste management, monitoring against national standards and implementing changes / improvements as appropriate.
- Maintain up to date working knowledge of HSE developments, ensure regular liaison with local fire officers and local emergency planners, local NHS security officers.
- Manage and ensure the regular testing of fire alarms according to legislative requirements and keeping appropriate records.
- Manage and monitor Legionella control according to legislative requirements.
- Update the risk register as and when required

Estates, Grounds & Maintenance

- Lead on site improvements and the delivery of a large capital programme delivery plan
- If appropriate, monitor and liaise with the site Landlord (NHS Property Services Ltd) to ensure that the services they provide are as specified.
- Management of a work order system for the Facilities department.
- Monitor standards of work by all staff and contractors on site. Including but not exclusively – grounds maintenance, tree works, cleaning, litter and leaf control, graffiti, removal & storage, etc.
- To advise on security issues and implement improvements relating to safety and security.
- Respond to findings of Estate Inspectors and undertake remedial actions to bring estates back to good condition
- Ensure all communal areas and parts are correctly maintained and adhere to appropriate safety standards
- Using existing staff and volunteers, develop and undertake a programme of work which ensure the grounds and gardens are maintained to a high level
- Support the company sustainability (green) plan reducing the Charity carbon footprint

Project Management

- To assist the Programme Manager in project delivery within the Hospice
- Taking leadership and ownership for managing small / minor projects seeing them through each phase from inception to completion.
- Completing business case proposals as appropriate

Other Duties

- Keeping abreast of new initiatives/trends/good sector practice nationally with a view to making recommendations to introduce innovative ideas.
- Undertake such other duties and responsibilities as are within the spirit of the job purpose, the title of the post and its grading.

General Duties**Flexibility**

- The post holder must be able to work flexibly, working outside of office hours when necessary to ensure delivery of services by the Facilities departments or to meet organisational needs.
- Be part of an 'On call' response for management of outside normal working hours emergencies including at weekends.

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

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Requirements	Essential	Desirable	How identified
Education and Qualifications	- IOSH qualification and demonstrable knowledge of Health and Safety and current legislation - Minimum of 3 years FM experience	- Recognised qualification in Facilities Management, other relevant area or trade qualification - Member of a professional body such as BIFM - NEBOSH certificate - Fire Safety Training - Project Management Qualification	Application Form Certificate
Knowledge and Experience	- Proven and demonstrated experience working in a facilities-based environment either in the public or private sector - Essential experience of managing housekeeping services - Excellent working knowledge of Health & Safety regulations including risk assessments, DSE, COSHH - Up to date validated knowledge of CQC cleaning regulation standards, COSHH etc - Statutory Compliance management. - Service development and business planning - Experience of implementing organisational change - Project Management from inception to completion - Knowledge of relevant legislation, codes of practice and guidelines for building management, health and safety etc. - Experience in managing staff and non-staff budgets to achieve optimal cost effectiveness and efficiencies.	- Experience in a hospice or healthcare environment - Estates management experience - Knowledge of relevant regulations and technical guidance e.g. Care Quality Commission (CQC), Healthcare Technical Memorandum (HTM's) - Procurement experience and management of budgets - Employment and recruitment	Application Form Test Interview

	• Ability to manage a large and diverse workload to meet explicit standards and deadlines, establishing priorities and delegating to other staff as appropriate. • Experience of influencing and negotiating with employees, managers and stakeholders • Experience of external contract negotiation and liaison • Advanced IT skills		
Personal skills and attributes	• Complex problem solving, decision making and analytical skills • Planning and scheduling • People management skills • Excellent verbal and written communication skills • Negotiating skills • Organisational, delegation and time management skills • Ability to work collaboratively in a team • Ability to work under pressure and prioritise own and others' work to meet competing demands • Ability to motivate individuals and teams • Flexible to the needs of the role/service • Ability to delegate and manage the workload and be able to motivate a multi-disciplined workforce by strong leadership. • Values Driven with a strong moral compass	• Experience in the management of multiple stakeholders. • Experience of performance managing third party contractors and suppliers. • Can demonstrate an ability to stay calm under pressure and reassure teams during a crisis or incident. • Can demonstrate alignment with the organisation's values	Application Form Test Interview
Other	• Car driver with full current clean driving licence (reasonable adjustment will be considered for an individual unable to drive due to a disability recognised by the Equality Act 2010) • Car owner/use of vehicle		Application form