**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**ESTATES DEPARTMENT**

**JOB DESCRIPTION**

**Job Title:** Facilities Service Manager

**Specialist Areas:** Facilities

**Grade:** Band 6

**Base:** Carleton Clinic

**Accountable:** Director ofEstates and Facilities

**Responsible:** Estates and Facilities Manager (on all day to day matters)

**Job Purpose:**

Day to day responsibility for the efficient and effective management of Facility services in Carleton Clinic and other Cumbria sector properties where FM services are provided. This will include, Catering, Domestic, Switchboard, Reception, Porters, and Housekeepers and any associated FM provided services.

The application of specialist knowledge across several disciplines to ensure all Facilities and non-clinical site services continually improve the quality of the services they provide to patients, clients and others, to meet local and national initiatives and comply with all policies, procedures and legislation.

To provide professional advice to clinical staff and colleagues, relating to facilities/general management.

The post will be managed by NTW Solutions a wholly owned subsidiary company of NTW NHS FT.

**Duties:**

To manage a direct labour force (DLF) carrying out the functions to ensure a safe and efficient service to patients, clients and others. All work to be undertaken in accordance with relevant legislative standards and operational procedures.

* To assist in the improvement of staff and patient eating environments.
* Act as Quality Systems Manager and monitor the Quality Management System, collating information and submitting weekly reports.
* Ensure delegated areas of responsibility are managed effectively and efficiently, meeting all legislation.
* Ensure that the Cleaning services provided adhere to the National Standards of Cleanliness.
* Ensure monthly cleanliness audits are carried out monthly on all in patient areas.
* Ensure safe and professional practices are followed within all areas, including complex and specialized procedures.
* Give professional advice and guidance to assist employees in fulfilling duties to a high standard.
* Ensure safe standards of catering are provided to patients, staff and visitors.
* Deliver Food Hygiene Training and Statutory and Mandatory training to staff.
* Carry out disciplinary investigations and grievance investigations in accordance with Policy.
* Monitor sickness and absence levels within the department and advise the line Manager of any areas of concern.
* Participate in appropriate training initiatives to enable self-development.
* Carry out risk assessments throughout the departments.

Be expected to produce work to a consistently high standard of work across the whole range of duties and applications required.

Shall be prepared to undertake additional training in order to fulfil the requirements of the post, satisfy new regulations/legislation or to further to develop the duties. The post will also be responsible for the training of others as a result of training attended. The post holder is required to maintain a programme of continual professional development (CPD) to ensure current best practice is achieved.

## Communication and Relationship skills

Establish, develop and maintain effective communication systems to promote understanding amongst accountable managers of the activities, aims and objectives of the organisation.

Effectively communicate with individuals, large groups, staff side organisations regarding any new proposals or information at times dealing with complex and controversial issues, e.g. service reconfiguration.

Provide advice/guidance to wards and departments regarding the delivery of Facilities Services.

Assist with the preparation and presentation of reports, business cases, policies etc. to Trust forums.

Represent Facility services on a number of internal committees and groups that dictate/influence organisational Strategies, e.g. Patient Environment Group, local working groups.

Ensure effective working relationships with;

* All members of the Facilities Department
* NTW Solutions Limited management who will oversee the FM provision
* All users, customers and clients
* Other departments
* Other NHS/external organisations and professionals
* Contractors
* Suppliers
* All visitors/members of the public

To maintain confidentiality and promote excellent customer liaison at all times.

**Knowledge Training and Experience**

# Essential:

* Appropriate management qualification.
* Advanced Food Hygiene Certificate or Diploma or similar
* At least 3 years management experience in either Catering or Domestic Services.
* Must have leadership skills and ability to motivate and control a large multi-skilled workforce.
* Good communication skills for dealing with patients and public.
* Flexibility in work carried out and hours of work.
* High level of literacy and numeracy skills.
* In-depth knowledge of Food Hygiene Legislation, Health and Safety, COSHH and Risk Assessment is required. A practical and in-depth appreciation of Hazard Analysis/Risk Assessments is essential.
* Ability to recognise user need and develop services around needs.
* Be proactive in dealing with areas of responsibility.
* Experience in providing training to diverse user groups.
* Ability to manage a large and diverse workload to meet explicit standards and deadlines, establishing priorities and delegating to other staff as appropriate.
* Experience in managing staff and non-staff budgets to achieve optimal cost effectiveness and efficiencies.
* Hold a full UK driving licence as driving between sites will be an essential part of the job role.

# Desirable:

* A good understanding of the clinical services provided by the Trust.
* Must be prepared to be flexible when dealing with inconsistent workloads.
* At least 3 years’ experience working in Facilities Services preferably in a Health Environment.
* A good understanding of Information Technology in relation to catering and Domestic Audit tools.
* Recognised training certificate

The post holder is required to maintain a programme of continual professional development (CPD) to ensure current best practice is achieved.

Learn new duties with appropriate training as required.

**Analytical and Judgemental Skills**

Assist Line Manager in monitoring Performance Agreements within each service, ensuring that staffing levels and the performance of the service are reviewed effectively and remain effective.

Confidence to make decisions based on sound judgement of the issues.

Must be able to think and operate at a strategic level to contribute effectively to long term improvements in clinical care.

Must be able to co-operate and communicate effectively with other senior officers outside own discipline.

Must be able to manage mini projects and supplier relationships to the benefit of the organisation.

Ability to absorb information from a range of sources, and be able to prioritise own and direct reports’ work.

Must have the ability to delegate yet control the workload and be able to motivate a multi-disciplined workforce by strong leadership.

## Planning and Organisational Skills

To manage working instructions and delegate work and tasks to Supervisors and other staff as required.

Organise and manage personal day to day work activities under the direction of the Estates and Facilities Manager.

Plan, organise and manage activities relating to the Facilities functions.

## Physical Skills

Use all necessary tools and equipment, in accordance with the manufacturers’ instructions and in compliance with organisational policies, procedures, and industry best practice.

Advanced keyboard and IT skills including the use of a range of technology.

The nature of the job will require the post holder to be generally physically fit.

## Responsibilities for Patient Care

Liaises with Nurse Managers, Control of Infection and senior Estates staff to ensure enforcement of policies.

Implement all Trust policies and protocols in areas of responsibility and ensure compliance including legislation, codes of practice.

Undertakes project work, as required within Facilities.

Ensure inspections and quality assurance audits are carried out in all inpatient/outpatient areas in relation to cleanliness, food and environment, e.g. PLACE, Cleanliness Audits, Food Quality/Safety audits in areas of responsibility.

Represent Facility Services at patient forum groups and visit wards/departments to monitor these services.

The environment, cleanliness and nutritional needs of a patient is an integral part of their stay within the Trust. The post holder must work closely with the clinical leads to maximise the patients stay to enable best possible care and rehabilitation.

## Responsibilities for Policy and Service Development

Carry out duties, observing and using safe working procedures in accordance with all Facilities operational procedures.

To utilise, contribute, and develop risk assessments appertaining to specific work tasks.

To take a proactive approach to the identification and assessment of all work activities and risks not covered by existing standards/documentation, and where necessary propose changes to existing working practices for the improvement of the Facilities service.

## Responsibility for Financial and Physical Resources

Assist with the effective management of the Facilities budget.

Assist with a range of initiatives on cost reduction, value for money and income generation, whilst maximising resources to meet service agreements.

Assist in the monitoring of budget performances effectively to ensure that cost improvements, savings and overall best value can be achieved. Ensure continual management of budgetary balance across facilities/general services or to targets as otherwise directed by the Line Manager.

Authorised signatory for the value of £1,000.

Authorises staff overtime and weekly/monthly time sheets.

## Responsibilities for Human Resources

To take responsibility for all accountable staff in Facilities, and general admin support, and, through them, ensures that the highest quality services are provided to support patient care.

Provides leadership, direction and motivation to all accountable staff and through objective setting and performance management ensures that objectives are achieved within agreed timescales.

Identifies training needs of all accountable staff to ensure that each individual may develop to their full potential and ensures that training needs are identified for all staff within each accountable service.

Advise the Line Manager on manpower statistics, staff requirements and age profile analysis.

Within area of responsibility investigate any untoward incidents which may involve liaison with the Counter Fraud Service, Police.

Ensure the effective operation and development of the Trust appraisal scheme for all facilities/general admin staff in area of responsibility to ensure they have the appropriate development opportunities for their future career needs. As part of this, identify training needs to ensure service provision in a changing environment.

Carry out disciplinary investigations and grievance investigations in accordance with Trust policy.

## Responsibilities for Information Resources

Maintain information systems that enables all budgets to be effectively and timely monitored to enable corrective action to be taken if necessary.

Provides monitoring information on the performance of each service when requested, and contribute to an annual report for the Company.

**Responsibilities for Research and Development**

Participate in internal and Trust staff surveys and audits as required.

## Freedom to Act

The post holder will be guided by standard NHS policies and must determine how they will be interpreted and implemented across their area of responsibility, to include policies such as Health and Safety at Work Act, PLACE, Food Hygiene Legislation, National Standards of cleanliness, Workforce development.

Ability to work independently and be able to take and justify decisions when required to do so.

To manage Facility Services without day to day supervision

## Physical Effort

Undertake frequent long periods of sitting or standing at a desk / work station inputting via a keyboard or producing technical reports and travelling for a proportion of the working time.

## Mental Effort

Occasional requirement for concentration where the work pattern is unpredictable, e.g. report writing and studying financial reports, and protocols.

Regular requirement to meet competing deadlines.

Regular checking, authorising orders to the value of £1k or more.

## Emotional Effort

Manage staff situations, grievances and disciplinary issues in a sensitive and authoritative manner, maintaining a professional approach and conduct at all times.

Dealing with patient complaints that occasionally involves patients with severely challenging behaviour.

Regularly dealing with distressed/emotional staff.

Regular requirement to discuss/negotiate with staff and their representatives regarding changes to hours of work and range of duties.

Occasional exposure to verbal abuse when dealing with patients and visitors.

## Working Conditions

Travelling to various locations within the Trust.

Occasional exposure to unpleasant working conditions when visiting wards and carrying out site inspections.

Sitting at VDU for long periods.

**Infection Control**

All staff (clinical and non clinical, including locum and agency staff and staff employed by external contractors) have a personal responsibility to ensure that the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar with and adhere to current Trust policy and guidance on infection prevention and control, (2) participate in the Trust’s induction programme and statutory /required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans.

**Signed as an agreed job description:**

**Signature of Director of Estates and Facilities\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Signature of Post holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Print Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## REVIEW:

This job description is intended to be a fair and representative summary of the main duties and responsibilities of the role. As such it is not exhaustive. It will be subject to regular review between the post holder and manager and may be amended to reflect the needs of the service, in line with the reasonable requirements of the job profile/grade and in consultation with the post holder.