

JOB DESCRIPTION

JOB TITLE:	FACILITIES MANAGER
BAND:	Band 5
LOCATION:	Yeatman Hospital, Sherborne
LINE MANAGER:	Facilities Area Manager/Senior Facilities Manager
KEY RELATIONSHIPS:	Matron, Ward Manager, Occupational Therapy, Dieticians, Senior Facilities and Estates Management, other Support Services Managers, Cleaning and Catering teams, patients and visitors, other agencies and Trust staff.
HOURS OF WORK:	This is a full- time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>Provide an effective, patient-focused Facilities Service (FM) Including but not limited to:</p> <p>Catering – Patient, Staff and Visitors working within the National and Trustwide guidelines and requirements regarding nutrition and hydration.</p> <p>Cleaning/domestic - provide an effective, patient-focused cleaning and domestic service, to meet NHS cleanliness standards as a minimum</p> <p>Portering – provision of appropriate portering services</p> <p>Work with the appropriate departments regarding security and maintenance of buildings.</p> <p>Linen/laundry – maintenance of an effective service.</p> <p>Waste – meet waste management requirements.</p> <p>Co-ordinate local Health and Safety issues.</p> <p>Contractors/suppliers – manage external organisations as required to ensure a cost effective, efficient and high standard of delivery of services/supplies</p> <p>The post holder will be responsible for implementing agreed new policies, procedures and practices applicable to their own work area.</p>

MAIN DUTIES AND RESPONSIBILITIES:

1. COMMUNICATION

- 1.1 The post holder will need to communicate effectively at different levels of the organisation in both verbal and written form.
- 1.2 There may be a need to liaise with external organisations in the exchange of complex, sensitive or contentious information, which will require the use of negotiating and/or persuasive skills.

2. MANAGERIAL

- 2.1 The role will require the post holder to exercise judgement when dealing with enquiries, in order to analyse or investigate the situation and to propose possible solutions.
- 2.2 The post holder will have the ability to plan and organise activities, which may include multi-disciplinary meetings, a range of events and conferences. The role also provides the opportunity to undertake project work.
- 2.3 Act as local lead on PLACE (Patient Lead Assessment of the Care Environment) or other inspections within own area of responsibility.
- 2.4 Accept day to day responsibility for the quality of provision within own areas.
- 2.5 Liaise with patients, clinical and housekeeping teams to ensure the delivery of a patient focused service delivering the highest levels of nutrition/hydration, infection control.
- 2.6 Act as local Estates contact for faults reported/on site working. Working with project managers for large projects.
- 2.7 Oversee functions and the appropriate recharging of refreshments.
- 2.8 Local Health & Safety Co-ordinator (WASH returns, quarterly meetings, Fire Co-ordinator etc) as delegated by Matron.

3. HUMAN RESOURCES/WORKFORCE

- 3.1 Day to day management responsibility for catering, cleaning and porter staff, dealing with recruitment and selection, training and development, appraisals, allocation of work and first level disciplinary, capability and grievance matters.
- 3.2 Maintenance of appropriate HR and personal files and records.
- 3.3 Lead the local induction of facilities staff.

4. FINANCE/RESOURCES

- 4.1 Authorised signatory for small payments up to £2,000 per month.
- 4.2 Authorised signatory for bank timesheets.
- 4.3 Manage the delivery of services within an agreed budget.
- 4.4 Develop action plans for bringing overspends back into line and look for cost saving opportunities.

5. RESEARCH & DEVELOPMENT

- 5.1 Regularly carry out audits, working with appropriate clinical and other leads to meet Trust quality standards and submitting returns on time. This will include cleaning audits and patient satisfaction audits.

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- 5.2 The post holder will be expected to participate in audits and information gathering in order to inform service development.

6. **POLICY & SERVICE DEVELOPMENT**

- 6.1 Development of procedures for own work area.
- 6.2 Implement and monitor working procedures and record keeping to assure food safety and governance in accordance with national and Trust guidelines.
- 6.3 Work to Trust guidelines for menu implementation.
- 6.4 Ensure appropriate waste management, following Trust guidelines.
- 6.5 Ensure the laundry function is managed to Trust guidelines.
- 6.6 Report adverse incidents and follow other health and safety procedures within own area of responsibilities, in accordance with Trust policies and procedures.
- 6.7 Review policies/pathways for housekeeping teams and determine follow up and changes within own area.

7. **INFORMATION / DATA RESPONSIBILITIES**

- 7.1 Ensure maintenance of team competency (mandatory training etc) and maintain appropriate records.
- 7.2 Maintain COSHH register for housekeeping and ensure all staff are familiar with content and working practices.
- 7.3 The role requires the post holder to process information through note taking and correspondence.
- 7.4 To utilise information technology skills to develop databases or spreadsheets as appropriate to the work of the team.
- 7.5 Utilise the Trusts systems for the reporting and management of reactive maintenance requirements, risk assessments, incidents and training

8. **PROFESSIONAL RESPONSIBILITIES**

- 8.1 The post holder is required to work within clearly defined occupational policies and has the discretion to work using their own initiative, seeking guidance from their line manager as appropriate.
- 8.2 The post holder will also need to prioritise their own work and sometimes that of others. Resolving conflicting diary/appointments and schedules.

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9. ENVIRONMENTAL

- 9.1 Working conditions are office based or within ward areas, requiring the use of display screen equipment.
- 9.2 There may be occasional exposure to indirect emotional circumstances. This will depend on working environment as may be rare or on a daily basis if ward based.
- 9.3 Work pattern will be predictable in nature. Concentration will be needed to ensure tasks are completed and details are accurate.
- 9.4 The post holder will need a high level of concentration whilst compiling reports.
- 9.5 Frequent requirement for sitting or standing in restricted position. May be required to walk between department/ward environments.
- 9.6 In this role, patient/client contact may be limited depending on the post, but will require assistance to be provided during incidental contact.