

Job Description

Job Title	Facilities Manager	Salary	£28,543
Hours	37.5 hours per week	Working hours	Monday – Friday, 9.00am – 5.00pm
Responsible to	Head of Facilities	Department	Facilities
Location	North Devon Hospice, Deer Park, Newport, Barnstaple, North Devon EX32 0HU		

Job Purpose

- Working with the Head of Facilities (HoF) to support the development, implementation and management of a first class Estates, Catering and Facilities Service to North Devon Hospice across hard and soft service disciplines and Health and Safety.
- To establish quality communication and excellent management information processes as well as delivery of excellent customer service to service users.

Main Responsibilities

- Accountable for excellent service delivery in your team's activities and the achievement of its operational objectives
- Assume full responsibility for management of catering services and grounds maintenance, managing the volunteer gardening team and contracts
- Write and agree Service Level Agreements (SLAs) for your area and delivering action plans to ensure that SLAs are met/exceeded
- Write and manage operational procedures, risk assessments and method statements for service areas, ensuring their continuous review and the implementation of best practice
- Work in a collaborative, engaging and constructive manner with internal and external stakeholders to help promote and develop the services
- Analyse the performance of the service(s), using the data to drive decision making; write and manage business and improvement plans to improve operational performance

Facilities Management

- Design and implement a rolling 18 month Planned Preventative Maintenance (PPM) schedule and a cyclical estates maintenance program, in line with the Asset Management Strategy. Monitor and review ensuring best practice and value for money, working within the delegated budget
- Ensure value for money and quality services / products with all procurement (service specific and organisation-wide as required), including the use of NATFED schedule of rates, working within the delegated budget
- Implement and maintain Facilities Management Software (FMS), to encompass all Facilities services including asset and equipment management, preventative maintenance, contracts and SLAs

- Ensure that all externally provided services are delivered in accordance with contractual obligations, managing the continuous review of service performance against agreed service standards (KPIs and SLAs), resolve problems, maintain risk registers and provide clear communication with internal stakeholders, whilst ensuring best value for money
- Manage and co-ordinate the fleet of vehicles ensuring they are compliant and fit for purpose
- Maintain Legionella and asbestos registers, ensuring compliance at all times
- Manage key holder register
- Undertake on call responder duties
- Manage and advise the Head of Facilities regarding energy usage, waste management and provide recommendations for improvement

Compliance, Environmental, Health & Safety and Risk Management

- Develop and implement appropriate health and safety systems, carrying out H&S audits, reporting findings, prioritising actions and making recommendations on compliance with legislation
- Manage the Accident and Incident process, including post incident investigation and review, ensuring appropriate action is taken to prevent further occurrences
- Ensure the effective management of COSHH, PPE and DSE ensuring legislation and quality systems are adhered to and managed to the very highest standard
- Working collaboratively with the Heads of Department and Managers providing advice and guidance on both compliance and risk management to ensure we maintain best practice, adhere to industry standards and legal requirements
- Prepare reporting to the Health & Safety committee and SMT
- Manage statutory compliance issues, providing advice and recommendations to the Head of Facilities when change is required
- Deputise for Head of Facilities on all risk management and health and safety matters as required, including responsible person duties
- Comply with all policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff
- Oversee all activity for allocation, monitoring and communication of first aid provision and first aiders, and be nominated First Aider.
- Act as a member of the emergency response team.

Catering

- Ensure delivery of a first class food service tailored to the individual needs of our patients ensuring nutritious and appetising homemade meals are prepared, cooked, presented and served at Deer Park and the Long House
- Ensure the profitability of current commercial catering income streams and propose and provide business plans for new business opportunities
- Regularly review the service for quality assurance including portion control, wastage, service offered and pricing structures
- Oversee the sourcing and co-ordinate all contractors and suppliers, in relation to catering, ensuring value for money.
- Provide direction and management of the catering team by promoting the Hospice's strategic objectives

People Management/Leadership

- Responsible for the management of staff and volunteers within your remit including effective resource management, recruitment, induction, quarterly reviews, regular one to ones, development, coaching and performance management
- Responsible for sustaining and improving the performance of teams and individuals through monitoring quality outcomes, and the identification of training needs, to ensure that the highest possible standards are maintained at all times.
- Provide leadership and management such that all employees understand and adopt the strategy and plans and are motivated to achieve their objectives in a timely and professional manner

Financial Management

- Management, reporting and monitoring of delegated budget ensuring value for money and appropriate return on investment
- Assist with forecasting and budgeting within the annual business planning cycle

Additional Information

- To complete online statutory training in accordance with Hospice requirements
- To participate in a quarterly development and review process
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures and guidance relevant to their area of work

Core Competencies

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

Strategic Thinking and Setting Direction

- Creatively apply fresh approaches to improve current ways of working

- Articulate the need for change and its impact on people and services, acting as a positive role model for change and innovation and monitoring the effects and outcomes of change and build learning from experience into future plans
- Contribute to the development of strategies based on new concepts, insights, or perceptive analysis, building relationships with key partners

Sharing the Vision and Delivering the Service

- Inspire others by helping them to focus on the value of their contribution, reflecting on patient, carer, service user and colleague feedback and experiences
- Monitor performance, holding others directly accountable for delivering what has been agreed
- Accurately identify the level of resources required to deliver safe and effective services
- Create a common purpose to bring the Vision into life and unite teams across the hospice and enable them to work seamlessly together to deliver services

Leading People

- Review the performance and conduct of the team members to ensure that planned service outcomes are met, intervening swiftly and consistently when performance is slipping, using the appropriate processes, seeking advice and support as required
- Create the conditions in which people take responsibility for their development and learn from each other
- Set clear standards for behaviour as well as for achieving tasks, taking responsibility for tackling difficult issues
- Ask for contributions from the team to raise engagement, listen to the team and value their suggestions and motivate and focus them
- Look for and provide regular positive and developmental feedback for his / her team to help them focus on the right areas to develop professionally

This job description may be reviewed in consultation with the post holder and in light of any changing service requirements. The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

August 2020