

**A4C Banding No: P2803**

## **Job Description**

<b>TITLE:</b>	Facilities Manager (Patient Services)
<b>DEPARTMENT:</b>	Estates and Facilities
<b>LOCATION:</b>	Moseley Hall Hospital
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	Head of Facilities
<b>CLINICALLY ACCOUNTABLE TO:</b>	Matron
<b>BAND:</b>	7
<b>HOURS:</b>	37.5 hours per week

## **Job Purpose**

The post holder will be required to contribute and develop strategic business plans relating to cleaning standards and strategic direction of Facilities services, overseeing the delivery of excellent service provision. To provide high-level operational and visual leadership to ensure that the Facilities services achieve its performance objectives.

To develop strategic plans, which may include service redesign in particular areas of Facilities Management (soft FM), strategic business planning and delivery of cost improvement plans to support the organisation.

## **Responsible for**

Provide Facilities leadership across Trust sites for inpatients services at Moseley Hall Hospital and West Heath Hospital, Outpatients services at West Midlands Rehabilitation Centre, Community Inpatient services, Environmental Cleanliness, Audit Team, Switchboard, Portering and Reception at Moseley Hall Hospital.

The post holder will hold an allocated annual budget of circa £1.5 million including the planning and delivery of the annual Cost Improvement Programme (CIP).

Act as named authorised signatory for own area of responsibility and accountable for managing operational pay and non-pay budget for area of responsibility.

To ensure that services operate within budgetary restraints, promoting innovation and reviewing methods to reduce costs in line with departmental saving plans.

## Main Duties

- Responsible for the management of direct line reports and where applicable including Panel reports for all HR issues including appraisal, annual leave management, sickness and disciplinary issues ensuring staff are managed in line with Trust policies and procedures.
- Participate in the recruitment and selection of staff and ensure completion of local induction programmes for the service.
- In partnership with the Workforce Manager regularly review the service area workforce to ensure staff have the knowledge, skills and expertise to deliver services in the most effective and efficient way.
- To ensure a high-quality environment is maintained for patients, staff and visitors and be the Cleanliness Technical Lead in external assessments such as Care Quality Commission (CQC)
- Responsible for the organisation and timely delivery of Patient-Led Assessments of the Care Environment (PLACE) and PLACE Lite assessments.
- Ensure PLACE results are recorded on-line by the due date.
- Responsible for summarising results of PLACE assessments and producing reports and developing action plans.
- Work closely with clinicians, managers and other staff to ensure that the Facilities service areas supports optimum quality of care in line with National Healthcare Standards.
- Attend and participate in Trust meetings applicable to role.
- Provide day to day leadership and management for the Facilities services on allocated sites ensuring seamless service provision in line with National Cleaning Standards (NCS).
- Support the service objectives by way of reports, interpreting statistics and performance data as directed by the Head of Service.
- Support with data for the annual NHS estates return information collection (ERIC) and Premises Assurance Model (PAM)

- Responsible for maintaining rapid response cleaning services (Deep Cleaning Team) through management and coordination of urgent response to infection control outbreaks, major incidents, ensuring expedient resolution to minimise wider service/patient impact.
- Responsible for the performance management of areas of responsibility against agreed national or local standards in line with agreed budgets and management responsibilities, and report monthly against Key Performance Indicators (KPI's).
- Accountable to support a range of optional appraisals for selection of services development, action planning and making sound judgement against tenders received for external services ensuring compliance with a range of regulations such as infection prevention, health and safety and internal Service Level Agreements (SLA's) and KPI's.
- Deliver objectives in line with business plans and budget for Facilities.
- To be the Lead for the Cleanliness Policy to ensure high standards of cleanliness are achieved across the Trust, to ensure patients receive treatment in an environment that is clean, safe and welcoming.
- Be accountable for achieving the strategic aims and for monitoring compliance within the Cleanliness Policy.
- Provide a bi-monthly report to the Infection Prevention and Control Committee.
- Ensure incidents and risks are correctly recorded on the Trust Incident Management System (DATIX) in a timely manner assessing themes and trends as necessary in order to reduce risks to services. Related risk assessments are reviewed as required.
- Ensure the Trust achieves core standards within Care Quality Commission (CQC) standards and any similar governance requirement.
- Liaise with Estates and Facilities to ensure site services are delivered in a cohesive manner.
- Lead and Chair the Facilities Cleanliness Steering Group, ensuring Terms of Reference are in place, meetings are minuted, action plans are agreed to address areas of concern.
- Develop and maintain 'best in class' Soft Facilities Services contract delivery strategies, creating and embedding policies where these support implementation within Trust and standalone Facilities areas.

- Provide Technical advice and support to the Head of Facilities in the management and performance monitoring of Facilities services meeting the National Cleaning standards.
- Liaising with the Head of Facilities and the Land and Property Manager to support contract specifications where applicable to service.
- Lead the Facilities Management team in ensuring performance information is delivered in a timely manner in line with CQC Audits and training compliance.
- Work with Procurement to deliver new tenders and specifications for all associated Facilities services and contracts where applicable to role.
- Ensure the Trust achieves core standards within CQC standards.
- Prepare communication briefs and business cases to be presented to the Head of Facilities, Land and Property Service Lead, Infection, Prevention and Control Lead and where applicable Clinical Service Matron.
- Keep the Trust Facilities management team informed of national changes in relation to all aspects NCS and IPC compliance across the Trust, including community sites.
- Actively engage with the IPC team and Trust Risk Assessors as appropriate to role.
- Ensure, as far as is practicable, that the Facilities department achieves its CIP targets in accordance with the Trust master financial plans, whilst continuing to maintain standards.
- Identify Capital requirements for Facilities services and develop business cases to support investment.
- Publish the results of service reviews and, where appropriate, develop action and business plans to address service improvement.
- Develop and implement business continuity plans for own area of responsibility.
- Liaise with management team (s) over monitoring and management of priority and capacity issues.
- Ensure all enquiries and complaints from patients, staff and public are responded to in a prompt, polite and timely manner in line with Trust policies.
- Provide management support in other Facilities service areas in line with service need and where applicable ensuring business continuity.
- Deputise for the Head of Facilities when requested including attending Trust meetings.

## Management and Leadership

1. Have an understanding of the national perspective and future strategy for the NHS and related areas of health to ensure that staff in your team/s are fully aware of the implications and can contribute effectively to service improvement.
2. Develop and empower all members of your team to perform to high standards and innovate.
3. Ensure supportive staff management arrangements are in place and carry out personal development reviews for direct reports. Ensure all staff in your team/s has annual PDR's resulting in specific objectives and effective personal development plans in line with the Knowledge and Skills Outline Framework.
4. Develop staff knowledge and skills to promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality objective are included in PDR's.
5. Develop a culture that ensure that the standards are achieved and maintained for all staff and that staff's perception about their working lives are measured and improvements made.

To undertake other duties commensurate with this grade of post in agreement with the relevant line manager.

To minimise the Trust's environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Responsible for undertaking appraisal of identified staff, including identifying the learning and development needs of individuals in line with the Knowledge and Skills Outline Framework.

Responsible for leading on inductions and training of identified staff.

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Responsible for undertaking appraisal of identified staff, including identifying the learning and development needs of individuals in line with the Knowledge and Skills Outline Framework.

Responsible for leading in training and development of staff.

## **Key Relationships**

To establish effective working relation with the following:

### **Internal:**

Estates and Facilities Senior Managers  
Operational Service Managers  
Workforce Manager  
Clinicians  
Procurement Lead  
Infection Control Managers  
Human Resources Team  
Finance Team  
Staff Side

### **External:**

Care Quality Commission (CQC)  
Local and National environmental stakeholders  
Health Care Commissions (HCC)  
Clinical Commissioning Groups (CCG)  
Independent Contractors  
Voluntary and Community Organisations  
Healthcare Estates & Facilities Management Association (HEFMA)  
Association of Healthcare Cleaning Professional (AHCP)  
Patient-led Assessments of the Care Environment (PLACE)

## **Performance Management**

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need

## **Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

## **Equal Opportunities**

Birmingham Community Healthcare NHS Foundation Trust is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.



## **Safeguarding**

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

## **Smoking**

The Trust operates a No Smoking policy.

## **Mobility**

Whilst the post holder will be based at Moseley Hall Hospital this is a Trust wide appointment and travel around the Trust may be required.

## **Confidentiality**

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Trust's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## **Sustainability**

The Trust attaches great importance to sustainability and Corporate Social Responsibility. It is therefore the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

## **Dignity in Care**

Birmingham Community Healthcare NHS Foundation Trust (BCHC) is committed to providing dignity in care for all our patients and service users across the Trust.

All staff, workers, volunteers, students and individuals undertaking work experience/shadowing, irrespective of the role they specifically undertake, are required to adhere to BCHC's vision, values and professional standards. This also involves working with and alongside colleagues and partners, demonstrating a duty of candour (i.e. honesty and straightforwardness), openness and accountability in order to achieve high quality and the best possible care outcomes for our patients, service users and the local community.

## **Infection Prevention and Control**

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees must attend Infection Prevention and Control training as

required for their post. Employees must be familiar with and comply with Infection Prevention and Control policies available on the Intranet.

### **Job Description**

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

**POST HOLDER'S SIGNATURE:**

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**DATE:**

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A4C Banding No: P2803

## PERSON SPECIFICATION

<b>Title</b>	<b>Facilities Manager ( Patient Services)</b>	<b>Band</b>	<b>7</b>
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<b>Example key areas</b>	<b>Job requirements</b>	<b>W</b>	<b>How identified</b>	<b>Candidate score</b>	<b>Comments</b>
<b>Qualifications training</b> Level of education; Professional qualifications; Vocational training; Post basic qualifications; Training and learning programmes/courses	Degree in Facilities Management, Business Management, or similar degree. (Or equivalent qualification).	E	AF/I		
	Management qualification or experience at a senior management level.	E	AF/I		
	Evidence of continuous professional development within own profession.	E	AF/I		
	Knowledge and experience of project management and service development.	D	AF/I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
<b>Experience</b> Length and type of experience Level at which experience gained	Significant experience in managing staff, budgets and strategy in a management post.	E	AF/I		
	Experience in NHS Facilities Management.	D	AF/I		
	Significant experience of developing and implementing departmental business plans for both income generation and efficiency savings.	E	AF/I		
	Leading on the Cleaning Policy in line with the National Cleaning Standards.	E	AF/I		
	Experience of working to Care Quality Control (CQC) and National Cleaning Standards.	E	AF/I		
	Knowledge of risk management and statutory legislation.	E	AF/I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
	Experience of Patient-led Assessments of the Care Environment (PLACE).	E	AF/I		
<b>Skills/knowledge</b> Range and level of skills Depth and extent of knowledge	Able to demonstrate innovation and develop new ways of working for Facilities.	E	AF/I		
	Excellent written and verbal communication skill and writing formal reports/letters and business plans.	E	AF/I		
	Working knowledge of Microsoft Office Packages such as EXCEL, PowerPoint and Word.	E	AF/I		
<b>Personal qualities</b>	Ability to work competently under pressure and maintain a professional presence.	E	I		
	Ability to motivate and manage staff in order to meet Trust and staff's objectives.	E	I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
<b>Other job requirements</b>	Develop and coach staff members.	E	AF/I		
	Ability to regularly travel cross site i.e. Trust community premises, attendance at meetings.	E	AF/I		
	Member of professional organisation relating to Facilities management services, for example , AHCP, HCA, NPAG	E	AF/I		
Overall Candidate score					

**W (Weighting)** - E = Essential D= Desirable

**How identified** = Application = AF; Interview = I; Test = T; Presentation = P.