

## Job Description and Person Specification

<b>Job Title:</b>	Facilities Operational Manager
<b>Division:</b>	Facilities, Vital Services
<b>Base:</b>	Birmingham Women's Hospital
<b>Contracted Hours:</b>	37.5
<b>Pay Grade:</b>	AfC Band 8a or VS Grade G
<b>Responsible to:</b>	Associate Director - Facilities
<b>Accountable to:</b>	Associate Director - Facilities
<b>Contract:</b>	Full Time Permanent
<b>On Call Requirement:</b>	No / Yes (if Yes give details)
<b>Disclosure Required:</b>	Enhanced

### Job Outline:

To operationally lead the provision of soft FM services at Birmingham Women's Hospital and Parkview Clinic. Responsible for self-delivered services, including switchboard, housekeeping, portering teams. The role also incorporates operational management responsibility of relevant outsourced services such as catering, security, patient transport and car parking.

The post holder will be required to help develop and implement Trust catering strategy and to hold responsibility for monitoring and reporting on food safety compliance of catering providers and Trust activity.

The post holder will be part of the senior Facilities management team and may be expected to be involved in the management across all the Trust sites.

### Key Result Areas:

#### Strategy

- The post holder will ensure that the services are managed in line with the strategy and plan for Facilities across the Trust. At the core of the role will be the responsibility to ensure that the service has adequate resources, to ensure a safe, secure and high-quality patient environment is provided.

#### Operational Management

- To lead the facilities team in the day-to-day operational management and delivery of performance against local and national standards and targets.

- To develop and implement robust operational policies including SOP's and BCP's to ensure resources are effectively deployed.
- To ensure all soft FM services are efficiently and effectively utilised.
- To monitor and manage the implementation of new practices, always ensuring compliance with the Trust's business planning procedures.

### Compliance

- Maintaining up to date knowledge and monitoring compliance against food safety and other legislative obligations, policy and control arrangements.
- To take responsibility for Health and Safety within Facilities at Birmingham Women's Hospital, promoting high standards and taking immediate action on hazards and unsafe practices
- To collaborate with the Trust clinical groups and services to ensure the delivery of high standards of care and service throughout the Trust.
- To ensure compliance with the Trust's and Company corporate governance requirements.
- Actively use the Trust's and Company Risk Registers to document, highlight and manage risks, taking action to negate or minimise risk where it is within the scope of the role.

### Financial Management

- To assist in the development of business cases for any service developments ensuring the implications of service changed and development have been accurately assessed.
- To work with the Finance team to ensure a robust understanding of the financial position of Facilities and be accountable for financial and activity performance within the post holder's area of responsibility.
- To be responsible for managing, co-ordinating and monitoring expenditure and making recommendations and implementing Cost Improvement Programmes (CIPs) where necessary.
- To participate in setting yearly budgets within Facilities.
- Work with Trust clinical groups and others to develop business cases to support the development of the service to support and enhance all clinical specialties.

### Improvement

- To ensure that planned improvements to Facilities service delivery support the strategic direction of the Trust and the Company.
- To work with the Trust clinical groups to identify service improvements to achieve NHS standards and Trust targets across the clinical specialties and services.
- In conjunction with the ASD (Facilities) to ensure robust operational policies are developed and implemented to support service delivery and improvement.
- To ensure that soft FM services are monitored against agreed KPIs for all services and that corrective action is taken as necessary.
- To participate in structured comparisons and benchmarking, external reviews and annual assessments (e.g. ERIC and PLACE) to inform the change and improvement plan for Facilities

### Partnership Working

- The post holder will be required to work with a number of key stakeholders including patients, clinical groups, external agencies, partner trusts/hospitals, contractors and other external agencies.

#### Communications and Patient / Client involvement

- To ensure that the views of the patient, young people, child and family are views are taken into account in any service developments.
- To investigate complaints, legal cases and accident/incident reports and untoward incidents within Facilities.
- To liaise as necessary with other stakeholders to ensure lessons are learnt and change implemented from the investigation of complaints.
- To encourage a culture of staff involvement and openness; and to lead regular staff meetings to encourage two-way communication.

#### Information Management and Technology

- Direct the collection and analysis of information relating to general performance, contract activity and quality, taking corrective actions where appropriate and to raise standards accordingly.
- The post holder must maintain confidentiality of information relating to the company, patients, staff and other health service business.

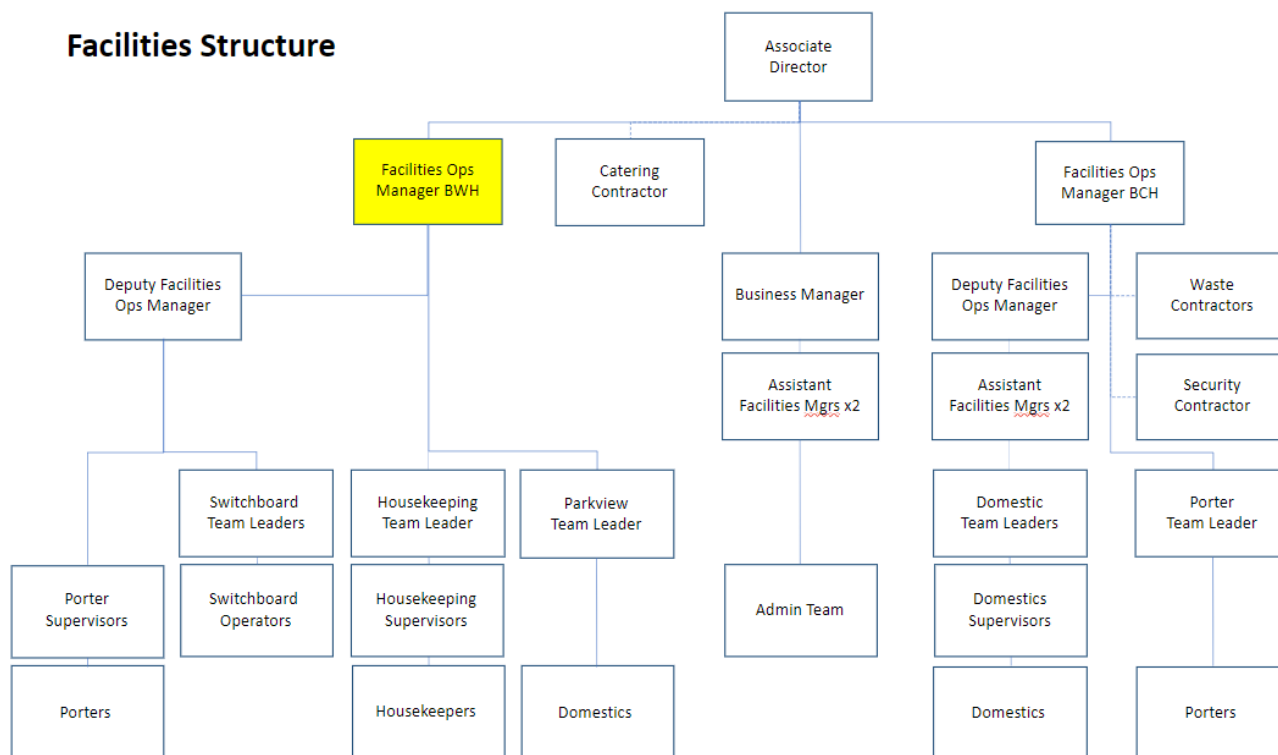
#### **Staff Leadership and Management:**

Provide strong and effective leadership and management to staff, promoting Trust values and ensuring high performance standards both individually and as a team. The post holder will be expected to:

- Understand the Company's key priorities and translate them into action.
- Complete annual Appraisals for all staff which reflect these priorities and ensure staff have access to appropriate training and development.
- Ensure clarity and effectiveness in developing and designing roles.
- Ensure management of staff is consistent with the organisations Values to the achievement of equality, equity and optimum performance.
- Communicate regularly through meetings with teams and individuals and provide opportunity for two-way feedback, promoting an effective team ethos.

- Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.
- Contribute to developing and maintaining equality of opportunity in working practices by complying with legislation and organisational policies.
- Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge the discriminatory behaviour of others. Be supportive of colleagues or service users who wish to raise issues about discriminatory practice or experience.
- To lead on projects as directed by the ASD across the whole of Facilities at all sites working with internal, external stakeholders and third party organisations as appropriate.
- Any other duties commensurate with role and nature of this post as allocated by the ASD (Facilities).

### Position in the Organisation & Key Relationships:



### The Trust:

As operational Facilities lead for BWH the Postholder will liaise with/assist: Divisional directors, Associate directors of Nursing and Operations, Heads of nursing, Clinical lead nurses, General managers of division's, ward sisters and departmental heads

Through core role responsibilities the postholder will also liaise with and support the Governance team, the Finance Team and HR team.

### **External Organisations:**

The Postholder will liaise be the site / service lead for key suppliers e.g. medical gas, linen, catering, NHS supply chain.

## **SUPPLEMENTARY DUTIES AND RESPONSIBILITIES**

### **HEALTH AND SAFETY**

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The postholder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

### **CONFIDENTIALITY**

Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civic damage under the Data Protection Act 1998.

It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right to such information.

The Trust and the Company fully upholds the Caldicott Report principles and you are expected within your day to day work to respect the confidentiality of patient identifiable information.

### **INFECTION PREVENTION AND CONTROL**

The Trust and Company are committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work and must attend Infection Control training commensurate to their role.

### **MAJOR INCIDENTS**

In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence, reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.

### **RISK MANAGEMENT**

The post-holder should be aware of the process for reviewing systems and improving them, in order to increase safety and improve the service provided by The Trust and BWC Management Services Ltd. All staff (on permanent, temporary or honorary contracts) should have an awareness of the risk management processes and an understanding of risk management as part of the Governance agenda. This includes assessing, monitoring and managing all aspects of risk, including the planning and undertaking of any remedial action.

All staff should ensure they are aware of the Company's Risk Manual. All staff must be aware of their responsibility for reporting any adverse incidents, including "near miss" events, in accordance with the Company's Policy and guidance.

### **EQUALITY AND DIGNITY**

The postholder will be expected to adhere strictly to principles of fairness and equality in carrying out the role. At all times the postholder will be required to show respect for and maintain the dignity of patients, the public and work colleagues.

The Company will not tolerate any form of bullying or harassment, violence or aggression against its employees.

### **SAFEGUARDING**

As a Company employee you are required to comply with all legislation and guidance relating to safeguarding children and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implications for your continued employment. You are required to inform the Trust's Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.

### **COMMUNICATION (STAFF WITH SUPERVISORY/MANAGERIAL/LEADERSHIP RESPONSIBILITY)**

An integral part of the role of any person with leadership responsibilities is to communicate effectively with their staff and colleagues. It is an expectation of this role that resources and time will be allocated to communicate fully with staff and involve them in the decisions affecting them.

Arrangements should be made to ensure that local and Company-wide matters are communicated and discussed via appropriate means i.e., team meetings, written briefings etc.

### **INDUCTION**

It is the responsibility of every employee to participate fully in induction. An induction course, provided by the Trust, is held on the first and third Monday of each month and a local induction will be provided within your own place of work.

### **APPRAISAL AND PERFORMANCE MANAGEMENT**

All staff will be expected to fully participate in the Appraisal/Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation.

Failure to participate in any stage of the process will render the process 'incomplete'.

### **Standing Financial Instructions**

The Trust issues Standing Financial Instructions and Orders in accordance with the financial directions issued by the Secretary of State for the regulation of the conduct of the Trust's financial matters. All Company employees are required to exercise and abide by Standing Financial Instructions and Orders in the pursuance of their duties, and have a general responsibility for the security of the Trust's property avoiding loss and ensuring as economic a use as possible. A copy of the Trust's Standing Financial Instructions is available for inspection from your manager who will ensure that your attention is drawn to those sections relevant to your particular post.

### **WORKING TIME DIRECTIVE**

The working Time Regulations 1998 require that the postholder should not work more than an average of 48 hours each week, i.e. in a 17 week period no more than 816 hours or 1248 hours in a 26 week period. To work more you must have the authorisation of your manager and you must sign an opt-out agreement that you choose to work more.

Should you have more than one job with the Company or have a job with another employer, then the total hours worked in all your jobs should not exceed the average of 48 hours as above. You are therefore required to inform your manager if you continue to work elsewhere and the number of hours you work, or if you take up work elsewhere during your employment with the Company.

**Note**

BWC Management Services Ltd. is a wholly owned subsidiary of Birmingham Women's and Children's NHS Foundation Trust.

## PERSON SPECIFICATION

**Job Title:** Facilities Operational Manager

Attribute	Essential	Desirable	Evidenced by
<b>A – Qualifications</b>			
Essential qualifications and levels for entry into role	<ul style="list-style-type: none"> <li>Degree or equivalent level of relevant management experience.</li> <li>Evidence of ongoing professional development.</li> <li>Able to demonstrate ability and motivation to obtain Food Safety Level 4</li> </ul>	<ul style="list-style-type: none"> <li>Post graduate qualification</li> <li>Membership by exam or assessment of a relevant professional organisation</li> <li>IOSH Qualified</li> <li>Food Safety Level 4</li> </ul>	A
<b>B – Knowledge/Experience</b>			
Level of experience required, prior to entry into role	<ul style="list-style-type: none"> <li>Minimum five years experience in managing soft FM services</li> <li>Operational experience of managing catering services and food safety</li> </ul>	<ul style="list-style-type: none"> <li>Substantial experience of working in a healthcare setting</li> <li>Experience of improving client relationships</li> <li>Proven change management experience</li> </ul>	A
<b>C – Skills</b>			
<b>Communication / Relationship Skills:</b> With whom the postholder will communicate and what communication skills are required	<ul style="list-style-type: none"> <li>Able to communicate clearly and succinctly at all hierarchical levels</li> <li>Excellent customer care skills with a strong sense of customer focus</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	A / I
<b>Analytical &amp; Judgement Skills:</b> Level of analytical skills required. Level of judgement needed and in what context.	<ul style="list-style-type: none"> <li>Ability to interpret and explain complex written and numerical data</li> <li>Ability to make and articulate judgements in formal situations (e.g. chairing disciplinary hearings)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	I / T
<b>Planning &amp; Organisational Skills:</b> Planning responsibilities required. e.g. major or straightforward projects, longer term provision of services, rotas, meetings	<ul style="list-style-type: none"> <li>Ability to work independently and demonstrate a high degree of autonomy</li> <li>Ability to prioritise own workload appropriately.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	A / I



<b>People Management / Leadership / Resources:</b> Level of responsibility for staff and for resources (money, equipment, stock)	<ul style="list-style-type: none"> <li>Proven in leadership and motivation of large operational workforces</li> <li>Experience of managing managers</li> <li>Ability to manage and resolve conflict</li> </ul>	•	A / I
<b>IT Skills:</b> Experience needed in using software / accessing information on data systems and for what purpose	<ul style="list-style-type: none"> <li>Proficient in MS office and general business administration software</li> </ul>	•	A / C / I
<b>Physical Skills:</b> Physical/manual handling skills required / ability in using mechanical aids / equipment / techniques	<ul style="list-style-type: none"> <li>Able to move around site freely, potentially with long periods of walking / standing</li> </ul>	•	A / C / I
<b>Emotional Effort</b> The nature, frequency and duration the post holder will be required to deal with distressing or emotionally demanding duties	<ul style="list-style-type: none"> <li>Ability to manage strongly conflicting opinions on a daily basis. On occasion this will require dealing with patient complaints, sometimes in emotionally charged circumstances.</li> </ul>	•	I
<b>Working Conditions</b> Extent / frequency the post holder will be required to work in challenging working conditions	<ul style="list-style-type: none"> <li>Occasionally required to attend to physically challenging environments such as building compounds or to deal with reactive maintenance events such as fowl flooding</li> </ul>	•	‡
<b>D – Approach/Values</b>			
Alignment with the values and beliefs of the Company are demonstrated	<ul style="list-style-type: none"> <li>Must be willing to adapt to operational needs and hours of work when required</li> <li>Demonstrate alignment with the values and beliefs of the NHS and the Company</li> <li>Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role</li> <li>Team working</li> <li>Punctual and flexible across hours of work when required</li> </ul>	•	

To be evidenced by key:    A – Application    C - Certificate    I – Interview    T - Test

**Approved by:**

**Postholder Name:**

**Manager Name:**

**Manager Signature:**

**Date:**