

JOB DESCRIPTION

JOB DETAILS

Job title: Facilities Supervisor

Job code:

Band: 3

Location:

Accountable to: Facilities Manager

JOB PURPOSE

Coordinates a range of support services, catering, cleaning and portering services
Lead and supervise a team of staff in providing a good quality, nutritious and safe catering, and cleanliness and portering services to wards and departments throughout Trust premises for staff, patients and visitors.

The postholder is managed not supervised and is expected to have the freedom to act within the role.

The post holder is expected to operate in line with Gloucestershire Health and Care (GHC) NHS Foundation Trust values and demonstrate a high level of professionalism and customer service when carrying out this role. The post holder will be expected to work flexibly and at other sites within the GHC localities if required.

DIMENSIONS

To be responsible for the safe use of equipment
Responsible for maintaining an equipment asset list and request repairs when required.
To maintain stock control to ensure stock is rotated to minimise waste
Authorised signatory for purchasing supplies
Authorises timesheets using the allocate system

CORE KEY RESPONSIBILITIES

Responsible for completing cleanliness audits in line with National Standards of Healthcare Cleanliness 2021. Identify any shortfalls within the cleanliness and environment of the ward/unit and bring to the attention of appropriate person/department, implementing action to address issues as required.

Ensure food hygiene standards are met by completing regular audits, provide staff training to ensure food is prepared, cooked and served in accordance with Trust policy and procedures by taking account of specialist diets and cultural requirements.

Responsible for investigating and solving problems e.g. for stock issues, deliveries and ensure alternative solutions if required are in place

Responsible for day to day supervision of staff including planning the staff rota ensuring shifts are covered, and in times of absence act to ensure service delivery is not disrupted. Support the management team with staff induction, probation period and have responsibility for staff appraisal including to compile and implement individual development plans. Undertake line

management responsibilities for supporting staff attendance and working with the manager to support staff during times of absence.

Provide “on the job” training to ensure staff are trained to their job, identify training needs and support staff with additional training if required using the Trust care to learn training packages. Ensure mandatory staff training is completed and staff are fully competent to undertake their role.

Promote health and wellbeing in the work place, promote a safe working environment by ensuring staff are well trained to undertake their role and responsibilities.

SPECIFIC KEY RESPONSIBILITIES

Ensure “deep cleaning” requests are coordinated with ward teams and planned to ensure the best possible use of resources

Support the EFM contract management process by recording and escalating concerns relating EFM contractor/suppliers

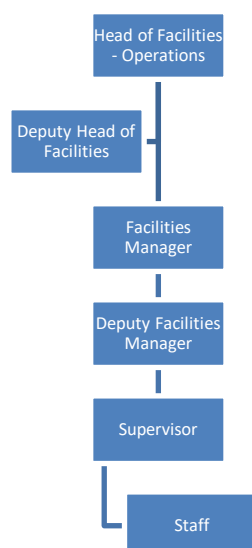
Liaise with Facilities Team regarding all support service contracts including but not limited to catering, window cleaning, pest control, housekeeping, linen, waste and removals

Assists the management team by using own experience to propose and implement change to working practises and procedures supported by suggestions for policy change.

To co-ordinate and participate in the testing and analysis of new techniques, equipment and products related to job role. This includes cleaning materials and cleaning products covered by COSHH.

To have shared accountability for achieving net zero carbon

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Communicates with services users where there could be barriers to understanding because of cultural or language differences, or physical or mental special needs.
- Communicate with clinical colleagues, administration staff
- Communicates with EFM colleagues
- Occasionally communicate unpleasant new to staff
- Communicates with Trust advisory teams e.g. infection control, security

EFFORT AND HEALTH & SAFETY FACTORS

- There is an occasional requirement to exert moderate physical effort for several short periods during a shift, e.g. moving stores, stocktaking, cleaning, food service, lifting an moving equipment.
- Use of a VDU on a regular basis during a shift.
- Driving alone for short duration journeys.
- Occasional exposure to highly unpleasant working conditions e.g. bodily fluids, blockages, flooding from burst pipes/leaks, soiled equipment
- Sensitively, contact with terminally ill patients
- Dealing with staff issues

MOST CHALLENGING PART OF THE JOB

- Maintaining a high standard of record keeping to support compliance, audit and inspection
- There is an occasional requirement for concentration during the shift, the work pattern is unpredictable interruptions and daily changes to work priorities are necessary to complete work tasks
- Covering staff shifts
- Staff recruitment, retention.

PERSON SPECIFICATION

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ESSENTIAL	E
DESIRABLE	D

QUALIFICATIONS	E/D	METHOD OF ASSESSMENT
NVQ L3	E	Application Form
British Institute Cleaning Science (BICS) training package	D	Application form
Level 3 Diploma in Leadership and Management	D	Application Form
Institution of Occupational Safety and Health (IOSH) - Managing Safely	D	Application Form
Food Hygiene level 3	D	Application Form
Customer Services Training	D	Application Form
To hold a current driving licence	E	Application form
Adult training qualification	D	Application Form
ECDL IT Qualification	D	Application form

LENGTH AND / OR NATURE OF EXPERIENCE	E/D	METHOD OF ASSESSMENT
Knowledge of Health & Safety	E	Application Form / Interview
3 years' experience in supervising staff	D	Application Form / Interview
Ability to train staff	D	Application Form / Interview
Highly developed problem-solving skill/ability	E	
Comprehensive knowledge of the National standards of healthcare Cleanliness	E	Application Form / Interview
Risk Assessments completion	D	Application Form / Interview
Food service experience	E	Application Form / Interview
Able to produce clear and concise written information	E	Written test
Self – motivated and ability to motivate others	E	Application Form / Interview
Manual Handling	E	Application Form / Interview
Experience in record keeping and recording of accurate information	E	Application Form / Interview
Have a track record of “getting things done” working to tight timescales/deadlines		

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	E/D	METHOD OF ASSESSMENT
Able to work unsupervised	E	Interview
Ability to communicate effectively with a wide range of people and professionals at all levels	E	Application Form / Interview
Highly developed physical skills	E	Interview
Ability to work under pressure	E	Interview
Ability to engage positively with service users	E	Interview
Ability to work effectively as a team member with a positive attitude and willingness to take responsibility.	E	Interview
Ability to undertake all statutory and mandatory training	E	Interview
Able to priorities own tasks and that of the team		

Have a flexible approach to changes in workload/duties/priorities	E	Interview
Willingness to use the Trust values to support our culture and the way we like to do things	E	Interview
Have the ability to hold people to account, challenge poor behaviour in an empathic way	E	Application Form / Interview
Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development.	E	Application Form / Interview
Ability to supervise a team and to demonstrate leadership and direction	E	Application Form / Interview
Ability to complete Breakaway Training	E	Application Form / Interview

OTHER REQUIREMENTS	E/D	METHOD OF ASSESSMENT
Proficient IT skills	E	Application form/interview
Ability to work flexibly to cover, 365-day service	D	Interview
Ability to drive around the locality as requested.	E	Interview
Satisfactory DBS check.	E	Interview