

## Description

<b>Post:</b>	Facilities Supervisor (North - Bury & Oldham)
<b>Band:</b>	4
<b>Location/Base:</b>	Fairfield General Hospital or Royal Oldham Hospital
<b>Responsible to:</b>	Facilities Support Manager (North – Bury & Oldham)
<b>Main Contacts:</b>	Facilities Assistants, Facilities Support Managers, Facilities Supervisors, Facilities Managers, Ward Managers, Housekeepers, IPC team, Facilities Monitoring and Compliance Officers.

## Job Summary

The main duties of the postholder include the supervision of the in-house Facilities Assistants and cleaning services across Fairfield General Hospital, Royal Oldham Hospital and all other sites in the Bury and Oldham localities. The postholder will be responsible for the completion of staff rotas to ensure there is always sufficient cover to deliver the standards set in the NHS National Standards of Healthcare Cleanliness 2021 and other standard operating procedures. The postholder will be expected to carry out regular spot checks of the environment, including estates jobs as required, supervisor audits and overall supervision of the sites to ensure that the soft facilities management (FM) services meet the requirements of our staff and service users.

The postholder will be based within the North locality, and therefore will be required to contribute to the weekend supervisor rota for the North by working 1 in 5 weekends to cover the Heywood, Middleton and Rochdale (HMR), Bury and Oldham sites. As part of the North team, supervisor support within the HMR sites may be required during periods of absence. The postholder will be supported by the Facilities Support Manager (North – Bury & Oldham).

## Main Duties and Responsibilities

### Staffing

- To line manage the Facilities Assistants within the Bury and Oldham localities in the North, providing supervision and support as required.
- Hold regular 1-2-1s and team meetings with staff.
- Ensure staff have completed their CEST training and have an annual My Yearly Conversation (MYC) in line with Trust Policy.
- Manage staff ESR records to update holidays, sickness and general staff management.

- Carry out general return to work interviews and other basic HR management.
- Support the Facilities Support Manager (North – Bury & Oldham) with the recruitment and selection processes for all vacant posts, including the use of Trac.
- Complete staff rotas to ensure that services are sufficiently covered by trained personnel at all times to meet the needs of the service and maintain standards.
- Ensure all staff complete timesheets and input into the online system. Follow-up any payroll issues with payroll department.

### **Compliance and Health and Safety**

- Ensure all staff have the relevant risk assessments and method statements (RAMS), COSHH and other health and safety documentation ahead of completing any task.
- Ensure that staff have the appropriate training before completing any tasks, such as manual handling, MVA.
- Ensure staff are carrying out the appropriate checks, such as equipment checks, and domestic cupboards are kept tidy in line with IPC requirements through regular monitoring.
- Ensure all staff using a Trust vehicle have a full driving license which has been checked by the transport team, and regular vehicle checks, vehicle cleans etc. are carried out in line with Trust Policy.
- Carry out regular toolbox talks with teams.
- Organise an appropriate induction and training for any new starters.
- Assess and support Facilities Assistants through the completion of the Care Certificate.
- Support the Facilities Support Manager (North – Bury & Oldham) in ensuring all staff have an up-to-date DBS check appropriate to their role.
- Encourage staff to report near misses, incidents etc. and report all on Ulysess.
- Support the Facilities Support Manager (North – Bury & Oldham) in reviewing and investigating incidents on Ulysess relating to services/staff.
- Escalate any potential risks to the Facilities Support Manager (North – Bury & Oldham).

### **Service Delivery**

- To work closely with the Facilities Support Manager (North – Bury & Oldham) to ensure that the in-house cleaning services run efficiently at all times in line with Trust policy and procedures.
- To support the Facilities Support Manager (North – Bury & Oldham) in ensuring that all outsourced facilities services, such as linen and laundry and portering, meet service user needs
- Ensure all elements of the cleaning standards are achieved in each area, including periodic tasks, by regularly monitoring the environment for assurance that the cleaning standards are being met.
- Arrange resource to meet service needs, which can be very reactive on in-patient sites.

- Communicate with the wards and site leads to check whether there are any ongoing service delivery issues or challenges
- Carry out regular stock takes and check condition of equipment.
- Order department consumables, equipment, uniform and stationery, ensuring to keep in line with budget
- To support the Facilities Assistants during periods of unavoidable resource issues.
- Work 1 in 5 weekends as part of the supervisor weekend rota to cover all sites in the North locality: HMR, Bury and Oldham.
- Travel to different sites as required, which may include the HMR areas.
- Deputise for the Facilities Support Manager (North – Bury and Oldham) as required.

## **Monitoring**

- Regularly spot check and carry out supervisor audits of the environments to ensure the National Standards of Healthcare Cleanliness 2021 are achieved and tasks are completed safely.
- Check that tasks are being carried out as set by all in-house teams.
- Carry out spot checks to ensure that Trust policies and procedures are followed in all aspects of the facilities services being delivered.
- Report any estates issues or tasks as part of the spot checks, and encourage all staff to act as the eyes for any issues for both facilities and estates.
- Ensure that any actions arising from audit failures are addressed immediately and communicated to the Facilities Monitoring and Compliance team.
- Identify any audit failure trends and implement correction plans as required.
- Attend audits as required.
- Support the Facilities Support Manager (North – Bury & Oldham) in regularly attending community meetings for feedback.
- Regularly visit the wards/sites to support staff and check standards.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

## **General Duties of all post holders**

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

## **Standards of Business Conduct**

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with

the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.

- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

### **Equality and Diversity and Equal Opportunities**

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

### **Safeguarding**

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines "when to suspect child maltreatment 2009."

## **Professional and Personal Development**

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

## **Confidentiality and Information Governance**

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

## **Health and Safety at Work**

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident

or near miss involving patients, service users, carers, staff, contractors or members of the public.

- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

## **Infection Control**

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

## **Sustainability / Net Zero Carbon**

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport