

Job Description

Job Title:	Facilities Manager – Portering and Car Parking Services.
Band:	8A
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Associate Director of Facilities Management
Accountable to:	Associate Director of Facilities Management

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<p>Job Summary</p>	<p>The post holder will work for Estates & Facilities and have responsibility for the effective management of Portering and Car Parking Services functions across all acute NHS organisations.</p> <p>You will have responsibility for a workforce numbering around 300 (220 WTE) and a budget responsibility of c£10 million.</p> <p>You will be responsible for the day-to-day operational management of the Portering and Car Parking services. The post holder is also responsible for managing the postal, linen and waste teams within the main porter service. A key focus will be the management of compliance for all sites and that the Trusts services are maintained in a safe and comfortable condition for all patients, staff and visitors. Ensuring the services is delivered to meet statutory requirements, government targets, and NHS guidelines, with particular focus on providing a service which will improve the patients' experience.</p>
<p>Budget</p>	<p>The post holder will have delegated budgetary responsibility for Portering and Car Parking services budgets and exercise budgetary control to ensure that expenditure is contained within allocation and will monitor the day-to-day management of all relevant Portering and Car Parking budgets. The Facilities Manager will have significant budgetary and staff management knowledge and experience to reflect the scope of the position with budgets in excess of c£10 million.</p> <ul style="list-style-type: none"> • Managing expenditure on equipment against agreed budget. • Sourcing relevant equipment and negotiating prices. • Raising orders and process payments to suppliers and contractors. • Ensure all financial targets are met ensuring that the budgets are managed within the Trust Standing Financial Instructions. • Proactively work with Direct Reporting Managers on management and monitoring of budgets. • Ensure all purchasing is undertaken to enable the best use of resources. • To assist the Associate Director in identifying and delivering cost improvement programmes.

	<ul style="list-style-type: none"> • Submit financial information regarding Porterage and Car Parking Services to the Associate Director.
<p>Staff</p>	<ul style="list-style-type: none"> • Responsible for around 300 staff across two service areas. • Manage, lead and support Porterage and car Parking managers to ensure that service areas are adopting best practice to support the Trust's objectives. • Ensure that managers are supported to lead, motivate and develop staff. • Ensure that staff have been trained, both mandatory and specialisms, and implement robust training regimes to deliver that training – This includes Medical Gas training, Moving and Handling and other role specific training. • Ensure that all staff in the service areas are regularly appraised and have a Personal Development Plan which supports the Trust's objectives, visions and values. • Ensure staff in the service area work within the requirements of the European Working Time Directive • Promote learning opportunities in a wide range of formats to improve multi-disciplinary and flexible working. • Ensure that the service areas provide opportunities for talent to be developed to ensure the service area continues to improve
<p>Policy</p>	<ul style="list-style-type: none"> • To work with the participating bodies, executive team(s) and outside agencies such as the CQC, Environment Agency, Local Authorities and national bodies in regard to formulating and developing standards of performance. • To lead and ensure compliance with the best practice in Porterage and Car Parking services.
<p>Communications</p>	<ul style="list-style-type: none"> • Establish excellent communication with other managers in the Trust to ensure that services are working in partnership. • Ensure that good practice is rapidly shared within the service areas and wider organisation where appropriate. • Communicate information that is often sensitive, complex, and contentious. • Manage and develop effective communication channels to and from staff including but not limited to dissemination of Trust information and feedback from staff on issues that affect them. • Raising the status and profile of Porterage and Car

	<p>Parking services both internally and externally to the organisation.</p> <ul style="list-style-type: none"> • The post holder will be dealing with highly sensitive commercial information and must be able to distinguish between what is available for public view and what is not. • Effectively responding to both positive and negative feedback including suggestions, ideas comments and complaints. • Leading proactive services engaging with key stakeholders including patient's forums and Trust members as appropriate. • Providing and receiving highly complex, sensitive and contentious information, and to deal effectively with all stakeholders and providers in overcoming barriers to acceptance using developed interpersonal and communication skills in difficult circumstances. • Promote the vision, values and goals of the organisation through own actions and visibility in the Trust. • At all times to maintain confidentiality in respect of highly commercially delicate and publicly sensitive information. • The post holder will maintain continuous professional development and network externally with appropriate organisations to bring back current thinking within Estates & Facilities for the development of services at the Trusts.
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KEY WORKING RELATIONSHIPS

The post holder will forge and maintain excellent working relationships with all clinical teams at all levels with the contracted bodies and other agencies such as:

External

CEO, all stakeholders, and Directors
 Local Authority
 Police Fire and Ambulance Service senior officers
 Health and Social Care Information Centre
 NHS Security management services
 The Health & Safety Executive
 All other relevant parties

Internal

Trust Board members and Non-Executive Directors
Directors
Patients/Patient Representatives
Divisional / General Managers
Service Managers
Financial service
Human Resources

KEY RESULT AREAS

- To manage the Portering and Car Parking services within the agreed operational budget in excess of £10 million and allocate, both budget and accountability, appropriately across all areas ensuring effective use of resources.
- Key responsibility for the delivery of high-quality Portering and Car Parking services to meet patient and clinical need.
- To act and be qualified to take responsibility as Professional Lead Officer for Portering and Car Parking services including national initiatives e.g., Patient Led Assessment of the Care Environment (PLACE), CQC and NHSE inspections for all parties included within the scope of Estates and Facilities Management services.
- To develop staff engagement and communications for Portering and Car Parking services which ensures that teams are involved in the development of their services.

GENERAL

In addition to the key job responsibilities detailed in this job description all employees at UHL NHS Trust are expected to comply with the general duties detailed below:

All employees are subject to the requirements of the Health & Safety at Work Act and prevailing Acts since. It is the post-holder's responsibility to ensure they are familiar with all UHL Health and Safety related policies that apply to their workplace or work – practice. The post holder is required to ensure that as an employee, his or her work methods do not endanger other people or themselves.

All employees are subject to the requirements of the General Data Protection Law and must maintain strict confidentiality in respect of patient's and staff's records.

All employees must comply with the Trust's equality and diversity policies and must (in accordance with the Equality act 2010) advance equality of opportunity. Employees must not discriminate, harass or victimise against individuals or groups on the basis of their age, disability, gender reassignment, race, religion or belief, sexual orientation, sex, marriage and civil partnership, pregnancy or maternity, membership of a trade union, or any other grounds which cannot be shown to be justifiable.

This job description is not to be taken as an exhaustive list of duties and it may be reviewed in the light of changed service needs and development. Any changes will be fully discussed with the post holder. The post holder will be required to carry out the duties appropriate to the grade and scope of the post.

In order to ensure the Trust's ability to respond to changes in the needs of the service, after appropriate consultation and discussion with you (including consideration of personal circumstances current skills, abilities and career development) the Trust may make a change to your location, duties and responsibilities that are deemed reasonable in the circumstances.

Your normal place of work will be as discussed at interview and will be confirmed in Section 1 of your contract, but you may be required to work in other locations of the Trust. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital, Glenfield Hospital). If your initial location is based at one of these sites, excess travel reimbursement will not apply for a permanent/temporary change to base.

The most up to date additional requirements will be added by the Recruitment Services Team and will include:

- Health Clearance for Healthcare Workers
- DBS Requirement
- Infection Prevention and Control
- Safeguarding Children and Vulnerable Adults
- Responsibilities for continuing professional education and personal development
- Electronic Rostering
- Fixed Term Posts (as appropriate)
- Recruitment of Ex-Offenders

Person Specification

Post: Facilities Manager – Portering and Car Parking

Band: 8A

Division/CBU: Estates & Facilities

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Qualifications	Relevant technical/ professional qualification to degree standard and or significant experience in the management of Facilities Services at a similar level Formal training or equivalent experience of COSHH, Infection Prevention Control and Health & Safety	Membership of relevant professional body	Application
Experience	Demonstrable significant experience of working at management level in a similar field within NHS or private sector Proven track record in leading, co-	Change Management	A / I

	<p>ordinating and developing a range of services including Porterage & Car Parking Services</p> <p>Working with staff at all levels and external bodies developing excellent working relationships.</p> <p>In depth knowledge across the Porterage and Car Parking services disciplines.</p> <p>To make judgements involving complex facts or situations</p>		<p>A / I</p> <p>A / I</p>
<p>Knowledge and Skills</p>	<p>A comprehensive knowledge of healthcare policy in relation to Porterage and Car Parking and including Soft Facilities services and the patient environment.</p> <p>Able to analyse and resolve complex service issues.</p> <p>Plan and organise a broad range of complex activities in liaison with others</p> <p>Proactively manage and monitor budgets for Porterage and Car Parking services.</p>		<p>A / I</p> <p>A / I</p>
<p>Attributes</p>	<p>Enthusiastic and high self - motivator able to support staff in achieving set objectives</p> <p>Ability to work in partnership,</p>		<p>A / I</p> <p>A / I</p>

	<p>within a team and motivate others Desire to see service development and implement change</p>		
Interpersonal Skills	<p>Able to motivate and lead multi-disciplinary staff groups and all levels Good facilitation skills; able to lead meetings effectively Well organised with attention to detail and accuracy Excellent oral and written communication skills (including complex report writing) and presentation skills.</p>		A / I
Flexibility	<p>Flexibility to cover colleagues when required and or be able to work unsociable hours. Participation in 'on call'.</p>		A / I
Trust Induction and Training	<p>Must be able to attend Trust induction and any relevant training that is required for this position.</p>		A / I
Mobility	<p>Car driver/owner or suitable alternative. It is anticipated that the use of public transport would not be suitable for this post.</p>		A / I

