

JOB DESCRIPTION

JOB DETAILS	
Job Title	Operations Manager (Training, Audit, EFM Staff Bank, Graphics)
Reports to	Deputy Service Manager
Band	Band 5
Department/Directorate	Estates and Facilities Management (EFM)

JOB PURPOSE
<p>The post holder will be responsible for providing timely, efficient and effective operational management of services relating to Training and Development of staff within EFM including implementation of National EFM Workforce plans around Training, Development and Apprenticeships.</p> <p>They will be responsible for the Trust's Cleanliness Audit obligations under National Standards of Healthcare Cleanliness 2021, working with the Monitoring Officers, Ward Housekeepers, EFM Departments, Clinical Nurse Managers and Infection Prevention and Control to ensure that we Trust meets the required standards.</p> <p>To be responsible for the management and coordination of EFM Staff Bank activities to meet temporary workforce requirements within the Division, ensuring that the highest possible standards are maintained with a strong focus on service, record keeping, pay processing and relationship management.</p> <p>To be responsible for the Line Management of the Graphics Department, ensuring that a fast, efficient and high quality services are provided to the Trust and any external contracts and SLA's held by the Trust.</p> <p>Support the Service Manager and Deputy Service Manager in identifying changing levels of demand on services, developing and implementing plans to meet that demand. This will also incorporate working with external bodies such as local Colleges, Training providers and Agencies, exploring potential for commercial partnerships and managing these relationships to ensure best value for the Trust.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality. To ensure that there is adequate cover for the team at all times. Line manage the Bank Admin Assistant, setting work and dealing with any queries. Provide training and training programmes for EFM staff on Induction and on-going statutory and mandatory training. Line manage the Monitoring Audit Officers and the Audit system (Micad), as required. Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively. Act as independent subject matter expert on Trust training requirements and delivery methods. As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust's Values.

KEY WORKING RELATIONSHIPS
Areas of Responsibility: Training, Audit, EFM Staff Bank, Graphics

No. of Staff reporting to this role: 6

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

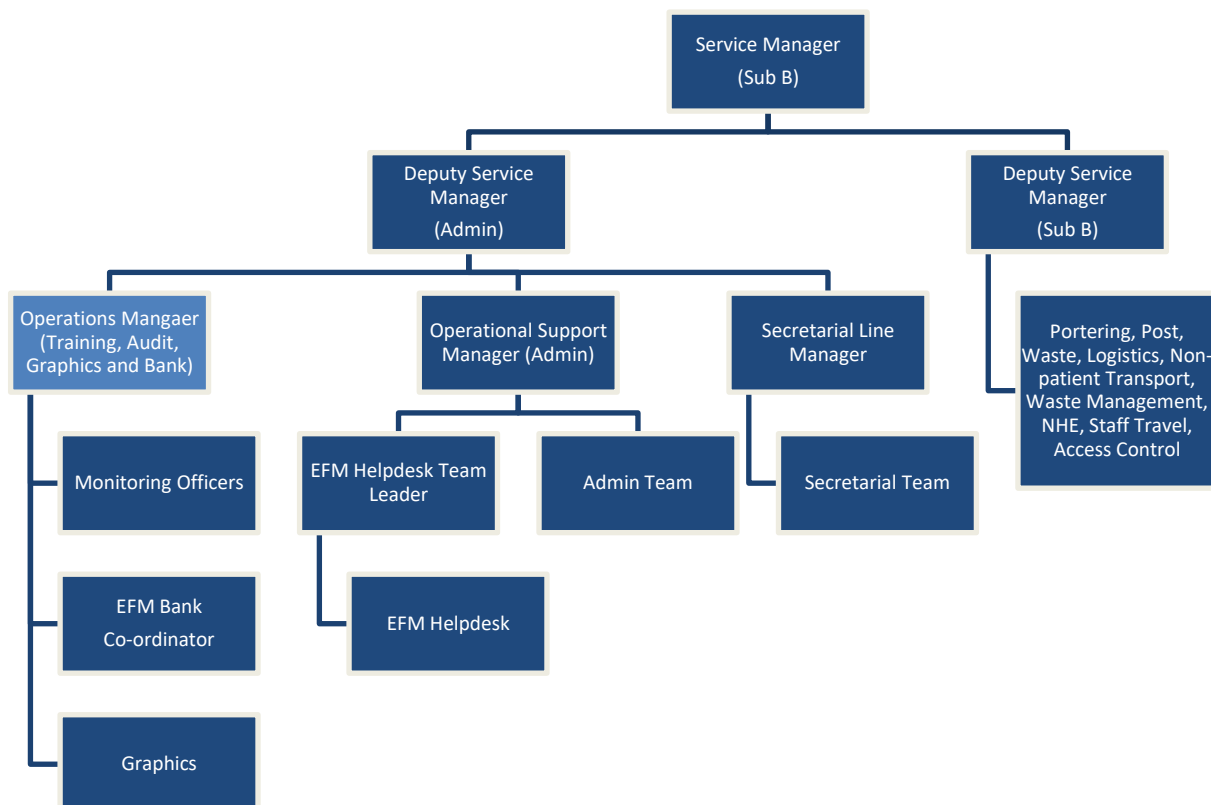
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• EFM Service Managers• EFM Deputy Service Managers• Department Managers• Head / Deputy Head of Facilities• EFM Senior Management Team• Governance Manager• HR Department• IT Department• Learning and Development• Clinical Staff Trust wide• Admin and Clerical Staff Trust wide• Divisional Management Accountant• Infection Prevention and Control	<ul style="list-style-type: none">• Exeter College• South Devon College• External NHS Organisations• External Contractors

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works on own initiative using policies for guidance.
- Use of defined policies, protocols and procedures to guide daily decision making.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate effectively using various means, orally, in writing and electronic (e-mail), providing and receiving complex and sensitive information relating to personnel, commercial activities and utilising the ability to be persuasive, motivational and to negotiate whilst simultaneously showing empathy and offering reassurance. Examples of complex information includes work as a mental health first aider across EFM and contractual detail when considering supplier SLA's in addition to compliance materials.
- Proactively manage e-mail communication in line with the Trust's E-mail Best Practice guidance.
- To be able to communicate and adapt mandatory training sessions to assist staff that may have learning difficulties or where English is not their first language.
- Using the routine data supplied by the Monitoring Officers, liaise with the relevant departmental managers and / or supervisors (as appropriate) to discuss non-conformance and drive actions as required.
- To meet on a regular basis with EFM Departmental managers to review all training delivered across the division and together ensure training records and reports are updated.
- To report, in both written and verbal format, and compile monthly reports to the Audit Review Group and the Domestic Services Manager / Facilities Service Manager relating to Trust audit scores (environment, patient equipment, waste, estates, fire and catering) and any outstanding exception / failure reports. To be mindful that sensitive or contentious information should be treated in an appropriate manner.
- To meet on a regular basis with the Monitoring Officers to review all auditing and governance issues for the relevant departments across the division. This will include relevant databases and associated reports.
- To participate in a weekly 1:1 as required by the Deputy Service Manager.
- To attend meetings as required including regular value add updates to establishes weekly management calls.

- To use persuasive, tactful and empathic skills when liaising with staff.
- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- To keep the Department Intranet site up to date.
- Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.

ANALYTICAL/JUDGEMENTAL SKILLS

- To carry out analysis and review of data for own area of responsibility, carrying out research to support analysis of information and providing recommendations.
- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Assess situations, identify and resolve potential problems within own skill set.
- Effective liaison and co-operation with all administrative Line Managers to share learning and ensure consistency of practice.
- To support the Monitoring Officers to prepare timely monthly cleanliness monitoring data in a graphical format and ensure scores and information is recorded on the relevant shared drive.
- To compile monthly auditing data in association with the Domestic Services Manager and other Facilities Departmental Managers for submission to the Facilities Management Speciality Governance Group (FMSGG).

PLANNING/ORGANISATIONAL SKILLS

- Plan and design straightforward training / development needs, assess future and current training needs through job analysis, annual performance appraisals and consultation with line managers.
- To be guided by Learning and Development (L&D) to assess the skills and knowledge of staff within EFM to determine what training is required to keep their knowledge and skills current.
- To plan and deliver the generic EFM wide Trust Induction training to new staff, ensuring that participants have completed mandatory/statutory training prior to joining their department.
- To deliver face to face breakfast service and Patient Meal Service (Burlodge) training in line with food safety requirements.
- To plan and organise Food Safety Training packages at the appropriate level required, liaising with the Catering Retail and Patient Meal Service Managers.
- To be responsible for the TGH Training suite, ensuring appropriate capacity utilisation, and the support of trainees with Learn+ E-Learning support, as and when required.
- Working with L&D to produce programmes that are satisfactory to all relevant parties in the organisation, such as line managers.
- To assist with the on-going, long-term improvement of employees' skills, enabling them to fulfil their potential within the organisation, deploying a wide variety of training methods.
- Maintain a keen understanding of training trends, developments and best practices, ensuring that mandatory training requirements are met to the standard set by the Trust.
- Keeping up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses.
- Applying a knowledge of e-learning techniques, and where relevant, being involved in the creation and/or delivery of e-learning packages.
- Ensure that cleanliness monitoring audits are recorded in accordance with the guidelines as laid down in the National Standards of Healthcare Cleanliness 2021 documentation and in order to meet Care Quality Commission (CQC) outcome standards.
- To participate in the Managerial Quarterly Audits and PLACE Inspections.
- To participate in external cleaning audits undertaken at other NHS Trusts, as and when required.
- Identify any recurring problems within cleaning standards and discuss rectification with the relevant area of responsibility. Escalate issues to line manager as necessary, following the Audit Escalation Process.
- Monitor the use of the EFM Staff Bank to ensure that there are sufficient Bank Workers available to fill all shift cover requests. Meet with Department Managers to discuss their expected requirements.
- To coordinate and arrange meetings when required.

- To manage the workload of others, and oneself.
- Responsibility to provide cover in periods of absence and ensuring suitable resourcing across the administrative team.

PATIENT/CLIENT CARE

- Assists patients and visitors during incidental contacts.
- To manage complaints received.

POLICY/SERVICE DEVELOPMENT

- To manage and actively participate in the provision of quality assurance and performance monitoring of the Departments that form part of the EFM on all sites operated by the Royal Devon University Healthcare NHS Foundation Trust.
- To support the daily operational services and contribute to their development by participating in project work when required.
- Work closely with the EFM Governance Manager to ensure that outcome evidence for CQC compliance is submitted in a timely manner and that training figures are correct.
- Lead on developing and proposing new processes within the area of responsibility to meet the demands of a growing service.
- To implement and suggest change to policies/SOPs within own work area.
- To participate in departmental/team meetings and offer suggestions for quality improvement. Contribute to the achievement/improvement of service/quality standards.
- Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs)
- Provide local input to the design of future capacity, exploring the use of technology to provide differentiated training and development opportunities for Staff to promote personal growth and staff retention.
- To use relevant systems (Micad, Career Gateway, MyCare, Learn +) to work with the Deputy Service Manager, and administration team to provide efficient and effective services across Trust sites.

FINANCIAL/PHYSICAL RESOURCES

- Responsibility for the effective maintenance of a discreet budget within their area of responsibility.
- Contribution to the delivery of Delivering Best Value (DBV)) as required by the Trust.
- To monitor the use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.
- To have a personal duty of care in relation to equipment and resources used within the department.
- To place UNIT 4 procurement system orders, as required.
- To raise invoice requests.
- Responsible for Graphics department commercial activities – escalating profit/loss commercial position as appropriate to those accountable for strategic decisions.

HUMAN RESOURCES

- Day to day management of the Training, Audit, EFM Staff Bank and Graphics Departments ensuring the maintenance of a positive, supportive culture conducive to the effective delivery of EFM support services.
- Lead the Monitoring Officers ensuring that they have the support required to carry out their role to the highest standard.
- To carry out return to work interviews and absence management monitoring with the support of the Deputy Service Manager, as required.
- To carry out PDR's for team members overseen by this post with the support of the Deputy Service Manager, as required.
- Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning, as required.
- To ensure adequate cover is in place during periods of leave.
- To support recruitment campaigns by undertaking or assisting the Deputy Service Manager in shortlisting of candidates.
- To liaise with the Staff Support Manager to support the achievement of a high quality staff on-boarding process through continuous evaluation of, and feedback on, the new starter experience.

<ul style="list-style-type: none"> • Ensure all mandatory training are correctly completed and recorded on Trust databases. • During the EFM Staff Bank recruitment process, act as an appointment panel member. • Ensure that all Bank Workers, in conjunction with the Department Manager, have received the required job specific and mandatory training for the areas that they are assigned to work in. • Review the current Bank Workers performance and discuss this with relevant Department Managers. If required, instigate the initial stages of the any grievance or disciplinary procedure.
INFORMATION RESOURCES
<ul style="list-style-type: none"> • Ensure preparation and issue of failure reports by the Monitoring Officers / Ward Housekeepers in a timely manner to Domestic Services, Nursing, Estates, Waste, Fire Officers and any other Department that has responsibility for correcting an audit failure. • Monitor and evaluate training program effectiveness and success and produce a monthly dashboard to present at the Facilities Management Speciality Governance Group (FMSGG). • Responsible for paper and computer systems to maintain operational systems. • To use computer software to develop or create statistical reports requiring formulas.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Participate in surveys as required, e.g. Staff survey's.
PHYSICAL SKILLS
<ul style="list-style-type: none"> • Regular keyboard use, sitting for extended periods, driving to community sites to delivery essential face to face training such as manual handling, food safety and breakfast training.
PHYSICAL EFFORT
<ul style="list-style-type: none"> • A combination of sitting and standing depending on task. Moderate physical effort required when demonstrating manual handing tasks as part of training and induction.
MENTAL EFFORT
<ul style="list-style-type: none"> • There is a frequent requirement for concentration during day to day duties including inputting, collating data and preparing reports for the services. • Work pattern is predictable.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> • Occasional exposure to distressing and emotional situations while supporting staff.
WORKING CONDITIONS
<ul style="list-style-type: none"> • Office working conditions.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection</p> <p>As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> • When required, gain support from Occupational Health, Human Resources or other sources. • Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. • Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you. • Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
APPLICABLE TO MANAGERS ONLY
<p>Leading the team effectively and supporting their wellbeing by:</p> <ul style="list-style-type: none"> • Championing health and wellbeing.

- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Training, Audit and Bank Manager
------------------	----------------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Degree / NVQ Level 6 in business administration or equivalent relevant experience in Administration or Support Services. Minimum GCSE Grade A-C or equivalent in English and Mathematics. EDCL or equivalent relevant computer skills/experience and proficient in the use of Microsoft programmes and specialised IT systems.	E E D	
KNOWLEDGE/SKILLS Able to work quickly, methodically and with a high degree of accuracy and attention to detail. Ability to work on own and use own initiative. Excellent planning and organisational skills. Standard keyboard skills. Ability to remain calm and professional in a busy environment and prioritise workload to respond to changing demands. Excellent interpersonal and communication skills. Ability to promote good working liaisons between staff and external providers. Proven ability to motivate staff and encourage team work. Excellent communication skills including face to face, over the telephone and written.	E E E E E E E E E	
EXPERIENCE Previous experience in a customer service focused role. Previous administrative experience. Experience of supervising administration staff. Previous operational managing of a service on a day to day basis. Proven experience and ability to use Microsoft Programmes. including MS Word and Excel. Experience of using specialised IT systems. Experience of working in an NHS Acute Hospital setting. Experience of managing and supporting change management projects. Previous experience of managing budgets.	E E E E E E E	 D D
PERSONAL ATTRIBUTES Ability to work as part of a team as well as working un-supervised. Proven experience of adaptability in the workplace. Adhere to data protection and confidentiality requirements. Enthusiastic, highly motivated and committed to developing a service. Able to communicate in a courteous, professional and timely manner at all times. Commitment to continual development.	E E E E E E	
OTHER REQUIREMENTS Able to remain flexible to the day to day needs of the service. Ability to work under pressure.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N	Y			
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N			Y	
Heavy manual handling (>10kg)	Y/N	Y			
Driving	Y/N				
Food handling	Y/N	Y			
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N	Y			
Mental Effort	Y/N		Y		
Emotional Effort	Y/N	Y			
Working in isolation	Y/N	Y			
Challenging behaviour	Y/N	Y			