

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

J O B D E S C R I P T I O N

JOB DETAILS

Job Title	Facilities Team leader - Security
Reports to	Department Managers
Band	4
Department/Directorate	Security Department, Estates and Facilities Management (EFM) / Finance

JOB PURPOSE

To assist the Departmental Managers in the day to day running of the service, ensuring that patient care is paramount. To provide a professional and effective Facilities Management service tailored to meet the needs of the Royal Devon & Exeter NHS Foundation Trust and our patients ensuring compliance with legislation and regulations surrounding service provision. The post holder will be able to carry out the role of a single point of contact for Facilities including operational duties as required while working a 24 hour shift pattern, contributing to the on-going development of a professional Facilities Service and culture across the Trust.

KEY WORKING RELATIONSHIPS

Support services relating to:

Direct management of Facilities support services delivered across the Trust sites.

Key Working Relations:

- Deputy Head of Facilities Management
- Service Managers
- Cluster Managers
- Department Managers
- Facilities Team Leaders / Supervisors
- Site Management Team
- On-Call Teams
- OSU Training & Audit Manager
- Governance Manager
- Operational Support Manager
- Clinical / Ward Staff
- Other Facilities staff

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- Assist the Department Managers in the day to day management of the service
- Act as a point of contact for Facilities in a patient/visitor facing role.
- The Post Holder will be able to assist the Security Officers with the restraint of Trust patients/clients having undertaken the formal course of training and ensuring updates are maintained.
- To instruct staff on training for new equipment
- Empathy with colleagues, patients and visitors.
- To develop close working relationships within Facilities and Trust wide departments.
- To participate in Facilities team, department and divisional meetings as required.
- To manage email communication in a timely way and in line with the RD&E Email Best Practice guidance.
- To represent Facilities at the Trust meetings, as required.
- The Post Holder will be required to discuss issues of a sensitive and contentious nature, which will require the use of tact and persuasive and negotiating skills, when dealing with challenging or distressing incidents the Post Holder will have to display motivational, empathetic and reassurance skills when dealing with the general public, and when debriefing staff who have had to deal with distressing incidents.
- Ensuring Security tasks are correctly documented where appropriate and to produce performance reports as required.
- Acting as a point of contact for the Security Department in a customer facing role the Post Holder will be expected to promote the role of the Security Department across the Trust, providing general security advice, information and guidance to all grades of staff and Trust clients, to gain their agreement and co-operation to allow the Security Officers to carry out their role effectively and efficiently.

ANALYTICAL/JUDGEMENTAL SKILLS

- To de-escalate incidents of disorder using a high level of dexterity
- To carry out risk assessments, requiring analysis of a range of facts and situations, the overall requirement will be the safety of staff, patients and visitors affected by Facilities' staff in the performance of their duties.
- Report identified faults in security systems to Estates Department.
- Instigate Police response to any suspicious incidents or offences.
- Assess volatile situations accordingly using de-escalation techniques as appropriate.

PLANNING/ORGANISATIONAL SKILLS

- A willingness to provide reasonable cover for colleagues.
- To plan work schedules making sure all shifts are staffed, organise and adjust rotas.
- To coordinate contractors/agency staff accordingly.

PHYSICAL SKILLS

- Good written and verbal communication skills.
- To have good keyboard skills
- To drive Trust vehicles as required
- **Maintain a good level of fitness and be capable of walking around the Trust sites.**
- To be able to concentrate for frequent periods carrying out data entry/amendment

PATIENT/CLIENT CARE

- Ability to deal with emotional and distressing situations.
- An understanding of dealing with patients with mental illness.

POLICY/SERVICE DEVELOPMENT

- To assist the Department Manager in ensuring staff comply with and are monitored against relevant HR policies. To assist with ensuring that staff under his/her supervision receive appropriate training and ensure that adequate training records are maintained.
- The Post Holder will be responsible for compliance with policy and procedures for the Trust Security Service and will be expected to keep staff up to date with current editions, reviewing and updating them as necessary. The policies for the Security Department will impact across the whole Trust
- Ensuring Security staff complete their duties in accordance with Trust Departmental Policies and operational procedures
- To work within Trust Policies, comply with relevant Trust policies and procedures and assist in ensuring that staff are kept up to date with current editions.

FINANCIAL/PHYSICAL RESOURCES

- Ensuring that an efficient, effective and responsive service is provided within stipulated budgeted targets and that Trust's financial instructions are adhered to.
- Re-ordering of supplies ensuring that this is done efficiently and cost effectively in line with the needs of the service.
- Monitor Closed Circuit Television (CCTV) for all Trust sites.

HUMAN RESOURCES

- Responsible for updating the Electronic Staff Record (ESR) on a daily basis with annual leave, sickness, special leave absence and sickness return to work details.
- To take part in regular performance appraisal.
- The Post Holder will be responsible for the day-to-day supervision and first line management of the Security Officers taking part in the recruitment process, appraisal and initial stages of grievance and discipline. The Post Holder will ensure that appropriate training is delivered to these staff, and assist to maintain adequate records, along with records of review of their work performance and progress.
- The Post Holder will be responsible for ensuring the Security service is delivered within relevant Trust policies and for ensuring that the Security officers are working within relevant legislation and to departmental procedures.
- To support the recruitment process.
- To undertake training as required maintaining competency / complying with Trust policies and procedures

INFORMATION RESOURCES

- Ability to use Microsoft Office Word, Excel and Outlook applications.
- Competent use of two way radio procedure.
- The Post Holder will ensure that all security information is stored effectively, either in electronic or paper form.
- Provide guidance and facilitate access to the CCTV system for the purpose of Police investigations.
- Maintain CCTV logs in accordance with GDPR.
- Attend CCTV update training as directed by the Department Manager.
- To work with Facilities Managers and the OSU Governance Manager in ensuring departmental risk registers, Datix incident and actions are up-to-date.
- Successfully complete NHS recognised training and updates in the following:
 - Risk Officer
 - Conflict Resolution & Breakaway training
 - Control and Restraint Training
 - Manual Handling Key Trainer
 - Datix Training
 - Recruitment and Selection Training
 - Competent in the use of CCTV equipment
 - Understanding of GDPR (personal data and CCTV).

- Attend any courses relevant to post to improve good working practice.
- Understanding the Criminal Justice and Immigration Act (CJIA).

RESEARCH AND DEVELOPMENT

- To take part in surveys/audits related to service and occasionally test new equipment.

FREEDOM TO ACT

- To be guided by Trust Policy and Procedures
- To be guided by Law and have knowledge and understanding of relevant legislation to include NG10 guidelines.

OTHER RESPONSIBILITIES

- Assessment of potential hazards.
- Ensure control room is tidy and suitable for operational preparedness.
- Support when necessary with car parking duties this may involve driving a Trust vehicle.
- Undertake Project work as required.
- To assist/ support the portering service as and when required
- To carry out, on an ad-hoc basis, any other portering duties at the direction of any member of the service management team.
- To contribute to and work within a safe working environment.
- To carry out duties as directed by OSU Managers, On-Call Manager and Site Practitioner.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

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 an Enhanced Disclosure & Barring Service Check

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST	Facilities Team Leader
BAND	4

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Level 4 NVQ Certificate in Management or equivalent relevant knowledge/experience. GCSE Grade A-C in Maths and English or equivalent. ECDL, CLAIT or equivalent.	E E	D
KNOWLEDGE/SKILLS Knowledge of Hospital Support Service functions. Good written and verbal communication skills. Ability to communicate with all levels of Management, Staff and Patients. Good organisation skills. Ability to multi-task. Good understanding of security related legislation.	E E E E E	D
EXPERIENCE Previous experience in a supervisory / management position. Previous experience in an NHS Organisation. Previous experience of working in a support services function. Previous experience of operating and interrogating CCTV equipment and the delivery of images for use by external agencies.	E E D D	
PERSONAL ATTRIBUTES Ability to work on own initiative and be able to manage a large staff group. Fitness to undertake the duties of the post. Willingness to undertake any relevant training. Adaptable, flexible and reliable approach to work. Courteous and professional attitude. Commitment to personal/professional development. Ability to deal with difficult and sometimes abusive and violent individuals and emotional and sensitive situations in the course of duties. Ability to follow instructions. Ability to prioritise workloads. Ability to work in a busy environment. Ability to be firm/assertive. Ability to work 24/7 shift patterns as required to include weekends and bank holidays.	E E E E E E E E E E E	
OTHER REQUIRMENTS Full Clean Driving Licence	E	

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

