

JOB DESCRIPTION

JOB DETAILS	
Job Title	Community Facilities Manager
Reports to	Deputy Service Manager
Band	6
Department/Directorate	Sub Division A, Estates and Facilities Management

JOB PURPOSE
<ul style="list-style-type: none"> The postholder will be responsible for providing timely, efficient and effective operational management ensuring that the Community Facilities Services are responsive, are provided to the highest possible standards and are user focused. To identify changing demand on the services, developing and implementing, in conjunction with the Service Manager and Deputy Service Manager, plans to meeting them and supporting the change management process. To ensure that services comply with national standards and legislation as well as Trust policies.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To liaise and work with Senior Managers and other members of the Facilities Division to provide a co-ordinated approach to all services provided To ensure all relevant regulations are enforced and adhered to and all relevant non-clinical services are managed in accordance with these standards To be responsible for the monitoring of quality through the use of appropriate auditing tools To lead the development of the Community Facilities Services To ensure Community Facilities Services business continuity during periods of major incident and untoward incidents in liaison with the Trust's Senior Management. To be responsible for Community Facilities budgets and physical assets. Responsible as a line manager for the Community Services teams including annual appraisals, sickness absence and disciplinary and grievance matters. Ensure that Trust policies are adhered to in relation to recruitment, selection and development of all staff within the specialty including PDRs, mandatory training, absence management, disciplinary and grievance procedures. Ensure the implementation of the Trust's Governance, Health and Safety and Risk Management policies and plans, and monitor implementation and compliance within Facilities Management. To be responsible for the monitoring of quality through the use of appropriate auditing tools Responsible for the purchase of goods and services, engage with suppliers and deliver efficiencies.

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: Management of the Trust's Community Facilities Services</p> <p>No. of Staff reporting to this role: 80-90 WTE</p> <p>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.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Director of Estates and Facilities • Deputy Director of Estates and Facilities • Head of Facilities Management • Deputy Head of Facilities Management • Service Managers • Deputy Service Managers • Governance Manager • Site Management Team • Infection Prevention Control Team • Divisional Directors • Divisional Management Accountant • Commercial Business Manager • Cluster Managers Trust Wide • HR Department • IM&T Department • Estates Staff • Clinical staff Trust wide 	<ul style="list-style-type: none"> • Other NHS Trusts • NHS Property Services • Waste Management Providers • Environmental Health Organisation

ORGANISATIONAL CHART



FREEDOM TO ACT

- To ensure there is sufficient resources to manage the service and to take the necessary actions to resolve any issues
- Act on own initiative in seeking out opportunities for the development of Community Facilities Services
- Organises own diary and work plan.
- Must be flexible with approach to work and hours.
- Ensure appropriate and effective risk management processes are in place within the Community Facilities Department.
- Inform the Service Manager or Deputy Service Manager, Facilities if there are insufficient resources to control the risks to an acceptable level and to ensure that the risk is added to the Risk Register.

COMMUNICATION/RELATIONSHIP SKILLS

- Use the most appropriate form of communication to pass and receive information that can be clearly and readily understood by Community staff, medical and nursing staff patients and users of the service.
- To provide leadership and support to the Team Leaders, Supervisors and staff to ensure the effective and efficient delivery of operational targets and drive further service improvements.
- To lead and develop effective communication systems for the Community Facilities Services Department.
- Engage with suppliers and other stakeholders to ensure efficiencies and quality of service.

ANALYTICAL/JUDGEMENTAL SKILLS

- To manage all operational aspects of the Community Facilities Department ensuring appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided
- To maintain and review the provision of in-house and third party contracted services to ensure a high quality and cost-effective service is delivered which meet the requirements of the Trust, other service users and nationally recognised legislation.
- To manage all aspects of the Community Patient Meal Service ensuring that costs, quality, quantity and timing of all service provision is within agreed standards and within those costs as allocated through the budget.

- To manage all aspects of the Community Patient Meals Service to ensure appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided.
- To maintain and review the provision of in-house and third party contracted services to ensure a high quality and cost-effective service which meet the requirements of the Trust, other service users, and nationally recognised legislation

PLANNING/ORGANISATIONAL SKILLS

- To deploy staff as required on a day to day basis and as a contingency arrangement to ensure continuity of the service during periods of breakdown, PPM and/or major incidents and untoward incidents in liaison with the Trust's senior management
- To support the effective planning of operational systems to ensure the workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures
- To undertake a range of complex activities such as service redesign and estate redevelopment which may involve capital expenditure
- To maintain an Induction programme for all members of staff within the department using current methods of work contained within relevant procedures
- To co-ordinate all staff mandatory training as required
- To lead in the planning of the future development of Community Services ensuring that they provide effective support clinical services and their patients
- To prioritise workloads to enable activities to be completed within specified timescales
- The post holder will be required to work in a systematic and methodical way to ensure a range of statutory and legal requirements are met
- To continually review Community Services to ensure that Estates & Facilities Management are providing efficient and cost-effective services
- To effectively plan the Community Facilities operational systems to ensure the workforce is flexible and efficient to meet the Trusts Community requirements e.g. staff rosters, work schedules, work instructions and procedures.

PATIENT/CLIENT CARE

- To interact routinely with services users to ensure that a customer focused service is provided that meets user expectations
- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies
- Co-ordination of investigations into incidents relating to Facilities Services issues and the development of action plans arising from those investigations.
- To ensure that quarterly managerial audits and annual PLACE audits are undertaken across all Community sites with a view to providing a safe and clean environment
- To interact routinely with stakeholders to ensure that a nutritional, customer focused Patient Meals service is provided at all Community in-patient sites.

POLICY/SERVICE DEVELOPMENT

- To ensure that relevant Health and Safety and other legislation is adhered to at all times within the Community Facilities Department and that records are kept to demonstrate this.
- To ensure full compliance with all local Trust Policies including the cleaning policy, waste management, risk management, infection control, food hygiene and food management policies
- Prepare specific departmental policies and guidelines as required to ensure all necessary risk assessments are carried out within the department in liaison with appropriate advisors as necessary.
- To participate in the annual PLACE assessments across all Trust sites
- To work with the facilities governance manager to ensure departmental risk assessments and risk registers are up-to-date. To lead and be responsible for the same matters in accommodation.

FINANCIAL/PHYSICAL RESOURCES

- To manage and control all service operations ensuring that all purchases, production, distribution and services operate within agreed budget and to agreed standards.
- To be the budget holder and be responsible for the pay and non-pay budgets for all Community sites, including the procurement of capital equipment where required.
- To manage staffing costs including monitoring of overtime, sickness and annual leave and to ensure a cost-effective service is provided within stipulated budgeted targets.
- To oversee an effective and accurate monthly staff payroll system.
- To liaise with procurement to ensure all goods and consumables are purchased according to the appropriate guidelines and contractual agreements and that all purchases are within the allocated departmental budget.
- To ensure the Trust's financial instructions are adhered to.
- Review all possible options for the future strategic development of Community Facilities Services, ensuring that any feasible and cost-effective development is discussed with all relevant personnel and that statistics are presented to indicate either cost savings or service improvements
- To manage and be responsible for the financial and physical resources for Facilities Community Services
- Use and oversee the correct and efficient use of all automated software systems such as Unit4, ESR, Datix, MenuMark and Micad Auditing Tool.

HUMAN RESOURCES

- To manage the recruitment of Community Facilities staff ensuring an appropriate skill mix to facilitate the provision of a cost-effective and efficient service
- To ensure that HR policies and procedures are known to staff and by monitoring, ensure they are implemented and appropriate records kept.
- To manage sickness and absence levels and to comply with Trust guidance on appropriate levels of sickness
- To implement and monitor a PDR system that has a positive impact on the performance of staff within the production/service area and assist in identifying staff development needs
- Ensure that the skills and competence of all staff is monitored on a regular basis by the supervisors & assistant managers
- To identify training and development needs for members of the Community Facilities staff to enable the department to meet their objectives and to meet those needs within the agreed financial constraints.
- To ensure that all staff observe the Trust uniform and dress code policy at all times whilst on duty

INFORMATION RESOURCES

- Set up an effective communication system by having regular planned meetings with the Assistant Manager and Supervisors for information sharing and problem solving
- To record the outcomes of those meetings and to ensure that action is taken where necessary to share this information with other staff groups
- To continually monitor the efficiency and effectiveness of Community Facilities Services through the Trusts audit software management system and results
- Ensure appropriate and effective risk management processes are in place
- To provide regular reports on all operational issues to the Service Manager and Deputy Service Manager for inclusion in the divisions review documents.

RESEARCH AND DEVELOPMENT

- Complete audits and surveys as and when required.
- To work with the Services Manager and Deputy in exploring and implementing where possible future industry innovation with a view to improving services. To be responsible for and to lead on such matters for Community Facilities Services
- To ensure audits are undertaken on a regular basis and to be involved in quarterly audits across all Trust sites

- To assist in the development and implementation of Trust recognised systems used to ensure effective monitor of Cleaning, Catering and Waste compliance and legislation

PHYSICAL SKILLS

- Requirement to use VDU equipment on a daily basis, sometimes for prolonged periods.
- Ability to prioritise response based on dynamic risk assessment.
- Knowledge of a wide range of Facilities equipment, i.e. cleaning equipment and catering products.
- Driving licence required to visit multiple Community sites.
- Standard keyboard required

PHYSICAL EFFORT

- Ability to handle cleaning equipment, furniture and potentially heavy loads in excess of 10kg.
- There is a frequent requirement for sitting or standing for a substantial proportion of the working time, i.e. being on one's feet for prolonged spells during ward visits

MENTAL EFFORT

- There is a frequent requirement for concentration, i.e. when producing budgetary reports, rosters and patient menus
- Frequent concentration required when analysing budgets, menu's, allergens and calorific values

EMOTIONAL EFFORT

- Requirement to impart news on performance and attendance matters to staff on a frequent basis.

WORKING CONDITIONS

- Exposure to a noisy and busy ward environment on a daily basis.
- Requirement to use VDU more or less continuously on most days.
- Office and kitchen environment with exposure to hot temperatures

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

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

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.

You must also take responsibility for your workplace health and wellbeing:

- 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

Leading the team effectively and supporting their wellbeing by:

- 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	Community Facilities Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Degree or equivalent experience and skills to degree level	E	
Knowledge of relevant legislative and national good practice guidelines	E	
KNOWLEDGE/SKILLS Ability to enthuse, motivate and involve individuals and understand performance expectations Ability to influence and negotiate across a broad range of staff as appropriate Ability to effectively performance manage staff Ability to manage own time and meet deadlines Analytical skills and ability to problem solve Proven excellent planning and organisational skills Comprehensive IT skills including Word, Excel, Powerpoint and Outlook Knowledge of Risk Management systems Understanding of budgetary management Knowledge of legislation and procedures affecting the operation of services Knowledge and understanding of COSHH	E E E E E E E E E E E	
EXPERIENCE Proven experience of managing staff Previous NHS experience Experience of dealing with challenging behaviour Previous experience of managing a range of operational services on a day to day basis	E E E	D
PERSONAL ATTRIBUTES A focus on delivering high quality patient care as part of a large organisation Excellent interpersonal and communications skills Ability to prioritise effectively and manage deadlines Ability to work on own initiative and also as part of a team Commitment to continual professional development Remain calm in stressful situations Awareness of diversity and equality issues within the NHS	E E E E E E	D
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. Car driver and use of own vehicle	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
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)	Y	R			
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				F
Heavy manual handling (>10kg)	Y	R			
Driving	Y		O		
Food handling	Y		O		
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y/N				F
Emotional Effort	Y		O		
Working in isolation	N				
Challenging behaviour	Y		O		