

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Assistant Facilities Coordinator |
| **Reports to** | Support Service Manager |
| **Band** | Band 3 Apprentice |
| **Department/Directorate** | Facilities Directorate |

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| **JOB PURPOSE** |
| To assist the Support Service Manager in the management of the Hotel Services Contracts which must ensure that the Contractor is meeting their tender and contract obligations in terms of quality and cost.  To assist with the management of other Facilities functions, some of which are contracted out and some are in house i.e. Laundry & Linen, Car Parking, in-house Community Hotel Services, Patient Led Assessment of the Care Environment (PLACE).  This post will require the individual to demonstrate a degree of flexibility, versatility and planning of their own work load on a day to day basis. To provide an efficient and effective support service to the Facilities Department. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Raising requisitions up to £5,000 for General Services, Waste Management, Hotel Services, Community Hotel Services, Car Parking, Residences, Laundry & Linen, and * To monitor the Hotel Services Contract, both in house and contracted out. * Following the Open Book Policy with the Hotel Services Contract, carrying out a price comparison (shopping basket) on procurement and highlighting potential savings. * To place the orders for signage across the Trust and liaise with the user and seek advice where required. * To liaise with local art clubs to display and deal with sales of their artwork within the hospital * To manage the programme of maintenance contracts for Facilities by ensuring quotes are received and procurement are notified of tendering requirements in time of renewal date. * Undertake cleanliness and mealtime audits, sending actions and follow up on jobs where required to ensure the loop is closed. * Log Infection Control spot checks and maintenance jobs on the FM first system and aesthetic monitoring and follow up on jobs where required to ensure the loop is closed. * To assist with any projects as requested by the Support Service Manager and Heads of Department. * Raise orders in conjunction with Sodexo and Community Hotel Services to ensure the annual capital allocation is spent in a timely manner. * The **Assistant Facilities Coordinator Apprentice** will be based at the acutehospital and will provide business support to the Facilities Directorate. * The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and Electronic media. In all instances this shall be carried out in line with the Trusts “Visions and Values” policy with particular adherence to Excellence, Integrity and Support of the wider Facilities team.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Divisional leads * Departmental leads | * General Public * Trust Stakeholders | | * Managers & Colleagues within the Facilities Directorate * Colleagues within the Trust at both acute and Community sites | * External organisations * Wider Healthcare community | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * To manage own day to day workload, to work unsupervised and in a professional manner in accordance with the Trusts SFI’s, Standing orders and other Trust protocols * Support the Hotel Services team * To form effective working relationships with relevant third parties and with colleagues throughout the wider Estates & Facilities Directorate. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * The post holder will be required to adhere to the organisations standards of customer care when communicating with NHS staff of all dimensions within the Community and Acute sites, patients and visitors, representatives and colleagues from the private, public and voluntary sector on a range of matters. This will include verbal, written and electronic media. * The post holder will be expected to behave in accordance with the Trusts values of demonstrating compassion, striving excellence, respecting diversity, acting with integrity and to listen and support others * To work with all staff and service users to maintain and review the quality and level of service provided with the resources available. * To participate and engage in meetings as required i.e. Facilities Infection Control Meetings, Sodexo Contract Meetings, Sodexo bi-weekly team meetings. * To work as part of a team including the wider Facilities Team. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To monitor contracts as required, including checking invoices, carrying out Duty of Care Audits (ensuring assessments of practical skills of the contractor are carried out). * To assist with the process of data analysis, including Estates Returns Information Collection (ERIC) Returns for the Contract. * To ensure that monitoring systems are in place to continuously review the level of service provided in relation to contracted out services. To feedback information to the contractor for corrective action where necessary by making judgement on facts and situations e.g. car parking, hotel services in house and contracted out (Innovise, Post, Pest Control and Patient Meals Ordering), wheelchair cleaning and produce electronic records and graphs to illustrate findings and ensure that these are held to provide evidence for further details. * To ensure any deviations to the monitoring standards are analysed and assessed and corrective action is highlighted through an action plan. * Communicate general issues and those of concern to the Support Services Manager and use initiative to escalate or resolve straight forward issues in the absence of the manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder is expected to manage and coordinate their own workload prioritising as necessary. * To liaise with users on signage across the Trust and ensure they are installed in the correct place and the signs have been proofed before installation. * Ensure sufficient stocks of disposable curtains and pillows are maintained for NDDH and the North Community Hospitals and the 6 monthly changed over programme is organised and planned in advance taking into account areas that may have already had their curtains changed due to outbreaks to ensure no unnecessary change as this is a financial cost the Trust. |
| **PATIENT/CLIENT CARE** |
| * The post holder is required to put the patient, as the first priority, at the centre of all activities. * Contact with patients is incidental when auditing cleanliness and protected mealtimes in a patient environment. * Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy. |
| **POLICY/SERVICE DEVELOPMENT** |
| * To follow policies for own role, commenting on policies, procedures or development which effect the Facilities Operations teams and supporting the implementation of departmental procedures. * To ensure all policies and procedures are adhered to and comment on proposals for change within the Facilities Department. * To ensure that procedures relating to own work are developed to ensure consistency of role. * To ensure full compliance within the Contract for all legislation and local Trust Policies, including risk management, infection control, food hygiene and NHS Plan. * To ensure that there is adherence to codes of practice, Trust Policies and Procedures including Food Hygiene. * Regulation, Infection Control, Waste Management and Care of Substances Hazardous to Health (COSHH). * To ensure that internal inspections take place as per the contract and ensure any action required is followed up. * To ensure that evidence is compiled and maintained for the Care Quality Commission (CQC) and presented in the manner required and in a timely fashion. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Authorisation of requisitions up to £5,000 for General Services, Waste Management, Hotel Services, Community Hotel Services, Car Parking, Residences and Laundry & Linen * Request monthly postage figures from the Hotel Services contractor and put into a graph showing monthly increases/decreases and identifying the highest users and requesting the reasons why the spend is high from the relevant departments. * To carry out Shopping Basket exercises every quarter or as requested, highlighting potential savings to the Trust. |
| **HUMAN RESOURCES** |
| * Undertake training as required to maintain competency/comply with trust policies. * Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues * Taking an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| * Daily use of IT programmes relevant to the department to process, analyse and store information for hotel services, car parking, maintenance contracts, laundry and linen, post. |
| **RESEARCH AND DEVELOPMENT** |
| * Comply with Trust’s requirements and undertake surveys as necessary to own work. * To undertake any projects as requested by the Support Services Manager. |
| **PHYSICAL SKILLS** |
| * Advanced keyboard skills are required as well as day to day administrative duties required by the department. * Driving Licence and use of own transport for attending occasional off-site meetings or auditing at community sites. |
| **PHYSICAL EFFORT** |
| * Office based post with a frequent requirement to sit in a restricted position at display screen equipment. * Occasional lifting. |
| **MENTAL EFFORT** |
| * Must be organised and methodical in approach. * Be able to juggle workload between demands of various services and customers across various locations. * Must be able to manage a high work load and meet demanding deadlines. * Concentration required for checking documents, audit results and analysing statistics i.e. ERIC |
| **EMOTIONAL EFFORT** |
| * Respond to questions from a wide range of people who may be anxious or distressed. * Enthusiastic and self-motivated. * Able to multi task and work under pressure. * Be a good team player. |
| **WORKING CONDITIONS** |
| * Uses display screen equipment for substantial proportion of the day. |
| **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 (DSE) 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. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| N/A |
| **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

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| **Job Title** | Assistant Facilities Coordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good standard of education. Working towards NVQ 3 in Business and Administration or equivalent qualification.  Maths and English Grade 4 or C. Or equivalent qualification | ✔  ✔ |  |
| **KNOWLEDGE/SKILLS**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills  Extracting information / listening skills  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Analytical skills & ability to problem solve  Accurate data entry  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Ability to engage and influence staff within their area of responsibility  Ability to deal with members of a multi-disciplinary team  Good decision-making skills  Thorough understanding of NHS performance targets  Understanding of the basics of finance and health and safety  Understanding of the principles of audit | ✔  ✔  ✔  ✔  ✔ ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔ | ✔  ✔ |
| **EXPERIENCE**  Ability to work on own initiative essential and managing workload as well to work as part of a team.  To present work methodically, accurately and in a professional and clear manner. | ✔  ✔ |  |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to including relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔  ✔ |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N | X |  |  |  |
| Driving | N | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  | X |
| Emotional Effort | N | X |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N | X |  |  |  |