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**Job Description**

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| Job title: | Facilities Manager |
| Hours of Work: | 37.5 hours per week – Monday to Friday |
| Location: | Based at Woking and Sam Beare Hospice site, with occasional travel on a needs basis to the Retail portfolio |
| Department: | Finance |
| Reports to: | Director of Finance, IT & Facilities |
| Direct reports: | Maintenance Technician (1 staff)Maintenance Operative (1 staff)Support Services Manager (1 staff)Gardening (volunteers x 12) |
| Site Services Contract: | Management and overseeing of:* Housekeeping
* Security contract
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**Job Purpose**

To provide high quality facilities safe, effective, compliant and efficient management and site services support across the Hospice and Administration buildings. To ensure all service functions such as Facilities Maintenance, Catering, Housekeeping, Security and Gardening are delivered, and are effective and adequate.

To assist with the legislative facilities elements within the retail and warehouse premises. The **day to day** running responsibility for those retail outlets resides with the Director of Communication and Retail, the Head of Retail and the Retail Support Manager.

Budget management for hospice, administration and support services. Management of direct report staff, bank and volunteers, management of the facilities and support services in two buildings (Hospice and Administration)

**Accountabilities:**

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| **Health and Safety** |
| 1. | Line Manage the Maintenance Technician & Maintenance Operative, overseeing all associated Health and Safety elements, ensuring compliance with all fire safety, health and safety legislation  |
| 2. | Ensure that annual risk assessments and fire risk assessments are conducted at all Hospice premises (including the Retail Shops and Retail Warehouse). |
| 3. | Act as the “Responsible Person” for Medical Gases |
| 4. | Compile and issue quarterly reports on Facilities and Support Services for Senior management and Trustees. |
| 5. | Ensure that there is liaison with relevant departmental managers on all facilities activities and participate and contribute to the Health & Safety team meetings chaired by the Health & Safety and Manager |
| 6. | To be aware of own obligations under Health and Safety legislation |
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| **Operational Management** |
| 7. | Provide support to the various activity areas across the Hospice and collaborating with other managers in the effective delivery of Hospice services.  |
| 8. | Liaise with the Director of Finance in setting an annual budget for Facilities and Support Services Management across the property portfolio |
| 9. | Manage the **Hospice** facilities maintenance, support services, security and gardening teams, including carrying out appraisals, managing sickness absence and holidays |
| 10. | Working with directors / Heads of Department implementing space planning strategy, managing office moves, project management and developing smarter ‘ways of working’ |
| 11. | Oversee via management of the Support Services Manager the Catering and Reception departments |
| 12. | Identify opportunities that will continuously improve all aspects of Facilities and Support Services |
| 13. | Act as Business Continuity Manager, developing and testing the BCP arrangements to ensure that they are fit for purpose, ensure any incidents or crises that adversely affect the smooth running of Hospice services is investigated and applicable measures are in place to mitigate any impact. |
| 14. | To have overall responsibility of the operational elements such as Facilities Maintenance, Reception, Catering, Housekeeping, Security and Gardening |
| 15. | To hold regular meetings with all departments within areas of responsibility |
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| **Compliant Operating Environment** |
| 16. | Ensure that services are delivered on time and in line with contract requirements. |
| 17. | Maintain records of service visits and outcomes, bringing any additional action required to the attention of the Director of Finance.  |
| 18. | Working alongside the Quality Assurance division, ensure all elements and areas of responsibility are compliant at all times. |
| 19. | Monitor the expiry date of service contracts and advise the Director of Finance of those due to expire |
| 20. | Maintain a record, for use out of hours, of all service contract arrangements and emergency contact details |
| **Planned preventative Maintenance** |
| 21. | Maintain a service and testing schedule for all relevant equipment and plant in use at the **Hospice**, and ensure that appropriate contracts are in place.(*Retail are to manage their own areas of responsibility)* |
| 22. | Keep records of equipment servicing and testing, bringing any additional action required to the attention of the Director of Finance |
| 23. | Monitor the expiry date of equipment service contracts and advise the Director of Finance of those due to expire |
| 24. | Maintain a record, for use out of hours, of all service contract arrangements and emergency contact details for the **Hospice and Administration** buildings |
| 25. | Monitor and maintain records of the PAT testing programme across all premises |
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| **Procurement** |
| 26. | Liaise with the Director of Clinical Services and other relevant Heads of Departments / Managers on a regular basis to identify such supplies as are needed to maintain **Hospice** operations |
| 27. | Procure supplies and services (including utilities) from the most economical sources whilst ensuring quality standards are maintained |
| 28. | Provide support and advice to the Retail Division on commercial leases and provision of utilities. |
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| **Security** |
| 29. | Manage and maintain the **Hospice** security, the **Administration** alarm system and manage the maintenance contract for the equipment.  |
| 30. | Ensure that all Hospice and Administration building entrances / exits are secure and alarmed |
| 31. | Deliver training on use of the security system to appropriate staff, including IPU nurses. |
| 32. | Management of the outsourced Security contract |
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| **Management of Contractors** |
| 33. | Liaise with and manage all contractors operating on the **Hospice and Administration Building** site, ensuring that they have appropriate insurances and safe working practices are adopted |
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| **Building Maintenance** |
| 34. | Ensure that the **Hospice** and **Administration** buildings are well maintained, liaising with contractors and managers to identify, price up and oversee any required maintenance work |
| 35. | Oversee and support the management of all hard services for the **Hospice** and **Administration** buildings, including asset management across mechanical and electrical plant, buildings, equipment and planned preventative maintenance |
| 36. | Ensure records and log books for the above are kept and maintained to ensure operational procedures are being followed  |
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| **Financial** |
| 37. | Devise, manage and deliver the Facilities and Support Services budgets and their associated reporting |
| 38. | Assess and forecast financial performance, including comparisons of actuals to budget, manage activity to deliver agreed financial outcomes |
| 39. | Oversee the energy management and environmental sustainability for the **Hospice** and **Administration** buildings |
| 40. | Develop and support Facilities and Support Services contracts, ensuring best practice and quality of service delivery |
| 41. | Contribute to the Hospice’s procurement strategy and benchmark projects |
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| **People Responsibilities** |
| 42. | Develop, motivate and lead Facilities and Support Services teams |
| 43. | Conduct team meeting and one to ones in an applicable timeframe, recording matters as and when required |
| 44. | Ensure all staff within line management responsibilities have agreed objectives and goals |
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| **Self-Development** |
| 45. | Take responsibility for own professional development, identifying training and development needs to line manager |
| 46. | Keep up to date with skills and knowledge. |
| 47. | Complete annual electronic mandatory training |
| 48. | Attend any required specialist training and development activities for the **Hospice** elements |

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| **Person Specification** |
| **Qualifications** | **Essential** | **Desirable** |
|  | Good standard of general education | Project Management Qualification |
|  | Health and Safety qualification e.g. NEBOSH, IOSH and/or membership of professional body |  |
|  | Qualification in a Facilities discipline |  |
| **Knowledge** | **Essential** | **Desirable** |
|  | Comprehensive understanding of current health and safety legislation, guidance and best practice. | Knowledge of health and safety legislation applicable to health care and retail environments.  |
|  | Demonstrable knowledge of the full spectrum of Facilities Management functions, including contract management, tendering, business development and continuity planning |  |
|  | Understanding of Building Regulations | Member of recognised facilities trade body, i.e. BIFM |
|  | An understanding of security requirements, data protection and confidentiality |  |
|  | Able to demonstrate an awareness of Hospice services and how they operate  |  |
|  | Understanding of audit, evaluation and monitoring processes |  |
|  | Extensive Senior Facilities Management experience gained in comparable environments |  |
| **Skills** | **Essential** | **Desirable** |
|  | Excellent organisational skills | Membership of recognised management body, i.e. ILM |
|  | Good written and verbal communication skills |  |
|  | IT literate, experience, report writing and financial control |  |
|  | Ability to motivate and manage staff and volunteers |  |
|  | Ability to manage time effectively, be self-motivated and meet deadlines  |  |
|  | Ability to prioritise duties in unexpected situations |  |
|  | Ability to negotiate with outside contractors to achieve cost effective solutions/remedies  |  |
|  | Ability to communicate effectively on a technical level with experts such as Fire safety officers, specialist equipment suppliers, builders, etc.  |  |
|  | Ability to tackle disputes where work may not be done to required standards |  |
|  | Able to plan strategically to meet hospice’s long term objectives and goals |  |
|  | Can lead change at a department/divisional level |  |
|  | Provides support to ensure targets are met and individual performance is developed |  |
|  | Ability and wiliness to provide hands on assistance to accomplish key business requirements |  |
| **Previous Experience** | **Essential** | **Desirable** |
|  | Carrying out risk assessments |  |
|  | Implementing facilities policies and procedures |  |
|  | Managing service and supplier contracts | Experience of project management |
|  | Line management experience | Experience of catering management |
|  | Experience of working in a team |  |
|  | Experience of contract tender and selection process |  |

**Core Values**

**C**aring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

**A**ccountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

**R**espect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

**E**xcellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

**Confidentiality**

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

**Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

**General**

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.



Signed by on behalf of Woking and Sam Beare Hospice:

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Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed by employee:**

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**This job description is current and subject to yearly review in consultation with the jobholder. It is liable to reflect and anticipate necessary changes to support the hospice strategy**