

Job Title:	Facilities Manager – Soft Services
Reports to (job title):	Regional Property & Facilities Manager
Line Manager to:	Facilities Management - Soft Services Team

Job purpose

Reporting to the Regional Property & Facilities Manager, in this interesting and varied role, you will be managing the day-to-day operations of the Facilities Management – Soft Services Team, providing high quality and timely support to the South-West HCRG Care Group’s clinical and non-clinical community service delivery locations. Within this role you will be:

- Ensuring that the Soft Services for clinical and non-clinical sites across the estate are maintained to a high standard and within budget.
- Maintaining health and safety working practices, as well as ensuring that all statutory compliance responsibilities are being met across the property portfolio.
- Supporting the delivery of the organisations and System’s Green plan and Sustainability objectives across the estate.
- Building and maintaining strong relationships with internal and external stakeholders, including service leads, contracted suppliers, landlords and partner organisations, promoting, and always maintaining customer excellence and enhancing patient experience.
- Managing and developing the Soft Services with particular focus on, but not limited to: Catering & Vending, Portering and, Cleaning, in line with the organisation’s needs, working with the Property & Facilities Manager to successfully implement strategies and innovative solutions, ensuring efficient and effective service provision.
- Monitoring, Auditing, and reporting on the performance of Soft Services in line with NHS Cleaning Standards 2021, reporting to the Property & Facilities Manager with your required management action plans and schedules.
- Deputising for the Property & Facilities Manager, when required, whilst acting as a middle management line between the Head of Estates and various Facilities Services Managers, supporting the effective delivery of the facilities services and leadership of colleagues.

Base

This is a hybrid role where you will manage your schedule of movements to accommodate stakeholder engagement and site visits across the region, with agile office access, as well as administration and project development time that can be completed on site or remotely to ensure timely completion of tasks and to required deadlines.

Key responsibilities

- Deliver key Soft Services across the Estate, with particular focus on, but not limited to: Catering & Vending, Portering and, Cleaning.
- Proactive management of Soft Services across the Estate in line with organisational and NHS standards.
- Management of the Domestic Services Team Leaders and Domestic Administrator, supporting Team Leaders with appropriate coordination of rosters and broader leadership of the team.
- Ensure that all Soft Services provision meets Health & Safety requirements in conjunction with our Quality & Safety teams, and that they remain compliant with all current legislation.
- Work with the Property & Facilities Manager and Regional Estates Manager to manage Property Soft Services Budget.
- Management of the Soft Services Auditing Tool, reporting and communicating action plans to Team Leaders for improvement, managing delivery through to successful completion.
- Contract management, from specification development, through the procurement process to delivery of products/services, ensuring best value, quality and time efficiency is met.
- Maintain effective relationships with contracted suppliers, clinical and non-clinical colleagues ensuring capacity is available in response to any reactive requests and successful completion of, to mitigate and minimise service disruption.
- Project management of Soft Services delivery improvements, ensuring compliance with NHS Cleaning Standards 2021, NHS COSHH Regulations 2023, Organisation and System Green Plans and any other relevant guidance and regulations; consulting with all relevant services to maintain service delivery.
- To support the representation of the Estates and Facilities Services teams in management, project group, committee, and tenant's meetings as required.
- To complete all organisation provided statutory and mandatory training in line with company policy.
- Supporting the estates team and business unit by carrying out any further duties discharged by or agreed by the Property & Facilities Manager, Regional Head of Estates and Regional Director.

Person Specification

Essential

- At least 3 years' experience working in Facilities Management – Soft Services Delivery
- Working knowledge of the Health and Safety at Work act.
- Working Knowledge of NHS Cleaning Standards 2021
- Working Knowledge of NHS COSHH Regulations 2023
- Fully IT Literate, particularly in Microsoft Office Apps
- Excellent written and verbal communication skills.
- Experience of budget management.
- Good business acumen and commercial understanding.

Desirable

- Experience of line managing a large team
- Food Safety Training
- Degree level qualification or equivalent experience

Demonstratable Skills & qualities:

- Strong interpersonal and relationship building.
- Teamwork and leadership.
- Practical, innovative, and solutions oriented.
- Procurement & negotiation.
- Ability to successfully multitask and effectively manage time in an environment of changing priorities.
- Confident decision making.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on Datix or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

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 recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Employee signature

Manager signature
