

Job Title:	Facilities & Property Manager (Bath, Northeast Somerset & Wiltshire)
Reports to (job title):	Regional Head of Estates
Line Manager to:	Supporting the management function of the Facilities Services Teams

## Job purpose

Reporting to the Regional Head of Estates in this interesting and varied role, you will be managing the day-to-day operations of the Facilities & Property Management function of Facilities Services teams, 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 and hard 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 organisation's and System's Green plan and Sustainability objectives across the estate.
- Building and maintaining strong relationships with internal and external stakeholders, including service leads, contractors, landlords and partner organisations, promoting and maintaining customer excellence at all times.
- Managing key liaison with NHS Property Services (NHSPS) to ensure our core Clinical estate is appropriately maintained and able to provide a comfortable and safe environment for inpatients and out-patients service users and colleagues.
- Managing and developing the estate in line with the organisation's needs, working with the Regional Head of Estates to successfully implement strategies and innovative solutions, ensuring efficient and effective use of space, including but not limited to, office space planning, mobilisation, exits and relocations.
- Monitoring and reporting on the performance of facilities services and statutory compliance, reporting to central and regional leadership teams with your required management action plans and schedules.
- Deputising for the Regional Head of Estates, 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 Facilities and Property Management Services across our estate.
- Proactive management of soft and hard FM in line with organisational and NHS standards.
- Ensure that all accommodation meets health & safety requirements in conjunction with our Quality & Safety teams, and that they remain compliant with all current legislation.
- Management of the FM Service Desk platform to optimise speed of service response, communication, and required actions through to successful completion.
- Coordinate the procurement of quotes for proactive maintenance, ensuring best value, quality and time efficiency is met in completing works as required.
- Maintain effective relationships with contractors ensuring capacity is available in response to any reactive works and successful completion of, to mitigate and minimise service disruption.
- Project management of minor works ensuring appropriate risk assessments and method statements have been supplied and agreed prior to works commencing; 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 Regional Head of Estates and Regional Director.

## Person Specification

### Essential

- At least 3 years' experience working in Facilities Management
- Working knowledge of the Health and Safety at Work act.
- Excellent written and verbal communication skills.
- Experience of budget management.

- Good business acumen and commercial understanding.

## Desirable

- Healthcare environment, or other relevant public sector experience.
- IWFM or RICS accredited qualification / membership.
- Degree level qualification.

## 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 CIRIS 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

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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

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Manager signature

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