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| Job Title: | Facilities Supervisor - Soft Services |
| Reports to (job title): | Facilities Manager – Soft Service |
| Line Manager to: | N/A |

Job purpose

- The Facilities Supervisor is responsible for the day-to-day supervision of domestic, catering, and portering teams across designated HCRG sites. The role ensures that services are delivered efficiently, meet the required standards, and comply with health and safety regulations. The postholder will work closely with the Facilities Management team to maintain a clean, safe, and welcoming environment for patients, staff, and visitors.

Base

Working across the BaNES area within the HCRG Care Group Soft Services Team, main working locations will be Paulton Memorial Hospital and St Martins Community Hospital.

Key Responsibilities:

Team Supervision & Operational Support:

- Act as a hands-on working supervisor, routinely undertaking domestic, catering, and portering duties alongside staff.
- Supervise and coordinate day-to-day activities of domestic, catering, and portering teams.
- Conduct daily briefings and communicate service priorities to staff.
- Allocate and adjust workloads to meet immediate service requirements.
- Provide guidance, coaching, and support to staff in line with agreed standards.
- Monitor staff adherence to service protocols and escalate issues beyond immediate operational scope to the Facilities Manager - Soft Services

Service Delivery:

- Support the delivery of high-quality cleaning, catering, and portering services across wards and facilities.
- Reallocate staff and initiate additional operational activities (e.g., deep cleans) as required to maintain service standards.

- Liaise with clinical and non-clinical teams to coordinate operational delivery and respond to service needs.
- Monitor service standards and report deviations or concerns to the Facilities Manager - Soft Services.

Training & Development Support:

- Support induction and on the job training for new staff.
- Assist with competency assessments under guidance from senior management.
- Encourage continuous professional development within the team through coaching and hands on mentoring.

Procedural HR Responsibilities:

- Conduct Return to Work interviews and informal discussions in line with Trust policy.
- Support Appraisal completion by providing input and recording feedback against agreed objectives.
- Escalate formal performance or attendance issues to the Facilities Manager - Soft Services.
- Provide guidance to staff on adherence to policy and procedural expectations.

Health & Safety / Compliance:

- Maintain adherence to Health & Safety, COSHH, and infection prevention procedures during daily operations.
- Complete routine audits of service standards and escalate significant non-compliance or risks to the Facilities Manager - Soft Services.
- Support the implementation of NHS National Standards of Healthcare Cleanliness 2025.
- Report maintenance or operational hazards promptly to management.

Communication & Liaison:

- Act as the first point of contact for operational queries within the team.
- Collaborate with the Facilities Manager - Soft Services to address escalated operational or HR matters.

Resource & Equipment Support:

- Monitor and maintain stock levels, verifying deliveries and reporting discrepancies.
- Ensure appropriate use of materials, equipment, and resources by staff.
- Support operational planning within resource limitations.

Person Specification

Essential

- equivalent experience in similar environment. - Basic Food Hygiene Certificate.
- Ability to work under pressure and manage multiple priorities. - Commitment to maintaining high standards of cleanliness and service. - Flexible and adaptable approach to work.
- Ability to travel between sites as required. - Willingness to work flexible hours, including weekends and bank holidays.
- Full clean UK driving License

Desirable

- Food hygiene level 3
- Experience working within the NHS or a similar public sector organization.
- Familiarity with NHS policies and procedures related to facilities management.
- Ability to use facilities management software systems.
- Proactive in identifying service improvements.

Demonstratable Skills & qualities:

- Supervisory experience in soft services within a healthcare or similar environment. - Experience in rota management and staff coordination.
- Understanding of NHS National Standards of Healthcare Cleanliness. - Knowledge of COSHH regulations and infection control procedures.
- Strong leadership and team management skills. - Excellent communication and interpersonal abilities. - Proficiency in using Microsoft Office applications.

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
