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Facilities Weekend Services Manager

Candidate

**information**

**Job Description**

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| **Post Title:** Facilities Weekend Services Manager | **Post Reference: JD123** |  |
| **Summary of the Role:** The Facilities Services Manager has day to day operational responsibility for all facilities services on site over the weekend. These services include but are not limited to, Domestic, Catering, Housekeeping, Portering, Waste, Linen, Reception and Security services on site. The role is also the main point of contact for all customer escalation and issues over the weekend within normal hours (there is an on-call manager provision outside of working hours). The role holder must have a hands-on approach when needed but the main responsibilities include supervising a large team of staff and team leaders to ensure that the hospital is cleaned, patients are catered for and safe in the hospital to the standards required by East Kent Hospitals University Foundation Trust, to manage customer expectations. The role holder will provide feedback on all services within their scope in relation to their performance and service levels. Inputting in daily/ monthly reports on volume and escalating failures to meet key KPIs.The KCH role holder will have responsibility for overseeing the Helpdesk & Switchboard at the weekend.The Facilities Weekend Services Manager will be responsible for ensuring smooth handover both from and to the Head of Facilities and Service managers ensuring a streamlined high-quality service delivery.The working hours of the role will be Friday 12:00 until 20:00, Saturday & Sunday 07:00 until 19:00 and Monday 07:00 until 14:00. The role holder will solely be responsible for all Facilities service areas from 16:00 on a Friday until Sunday 19:00. | **Reports to:** Head of Facilities |
| **Base / Location:** QEQM or WHH or KCH |
| **Key Responsibilities** | **Working Relationships & Contacts** |
| WEEKEND RESPONSIBILITIES* To provide on-site visible leadership and supervision of Facilities services during the weekend days.
* Ensure continuity of service provision in accordance with 2gether’s contract with EKHUFT escalating issues of concern to the on-call Facilities Manager for the site.
* Undertake supervision of weekend staff on behalf of the Facilities Service Managers such as undertaking appraisal, conducting return to work and other sickness absence meetings and providing training, advice and support as required.
* Act as the senior liaison on site for our customer for site related matters, escalations and issues.
* Ensure EKHUFT contract service compliance across all service areas including domestics, portering, catering, housekeeping and reception.
* Ensure smooth handover at the beginning of the weekend period (Friday afternoon) and provide a detailed report for handover on Monday morning across all service areas.
* Walk the site regularly to ensure staff are aware of senior presence and feel supported.
* Undertake regular audit to ensure the site meets our key KPIs and deliverable over the weekend.

POLICY AND PROCEDURE MANAGEMENT* Ensure staff are adhering to relevant procedures within each area to ensure compliance with customer requirements and legislation.

FINANCE* Work alongside the Facilities Service Managers and Head of Facilities Solutions to ensure that there is no overspend on budget during weekend shifts and confirming what overtime and agency staff have been allocated including cost impact.

PEOPLE MANAGEMENT* Responsible for ensuring that all staff who are allocated to weekend shifts are inducted, trained and have annual appraisals completed.
* Work with the Facilities Services Managers and team leaders to ensure all weekend staff are trained to the required standard to carry out their duties; this includes mandatory training.
* Manage the full range of human resources management issues for the weekend workforce – ensuring the relevant service manager for the area is kept appraised of actions taken.
* Work with colleagues in the site team to support the recruitment of new staff, taking the leas as agreed with the Head of Facilities for any service area.

CUSTOMER SERVICE MANAGEMENT* Liaising with Site Clinical lead and ward managers to ensure the agreed level of service is being delivered to the standards required and identifying gaps.
* Monitor key performance indicators, develop and agree improvement plans in partnership with Service managers and Heads of Facilities within an agreed timescale where these fall below set standards.
* Investigating client complaints, implementing action plans and monitoring improvements. Providing comprehensive written reports to the relevant Service Manager and Head of Facilities Solutions.
* Continually seeking improvement processes and put forward proposals to Service Managers and Head of Facilities Solutions for consideration.

HEALTH AND SAFETY* Ensure services are delivered on site over the weekend in accordance with the relevant risk assessments, policies and procedures agreed. As agreed with the Head of Facilities Solutions, establish and review working procedures within identified areas to ensure the requirements of the relevant Health and Safety at Work Regulations are adhered to.
* Conduct and regularly review staff risk assessments.
 | Internal : * Working with colleagues in all departments across the site.

External:* Liaising with visitors, patients and a number of other external contractors & clients
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| **Person Specification:****(Please state Essential (E) or Desirable (D)** |
| **Knowledge & Skills:**Clear demonstration of achievement in service delivery and innovation, quality improvements (through team working and collaboration) in a changing and challenging work environment (E) Customer Care skills to ensure a customer driven approach in the delivery of services. (E) Good knowledge of Health & Safety regulations (E) IT literate – Microsoft Office (E) | **Experience**Minimum two years’ experience in managing facilities services in a large public organisation ideally within a care or hospital environment (D) Supervision of a large team of staff (E)Practical experience of conducting quality audits to monitor client/ customer satisfaction (D) | **Qualifications**Educated to Diploma level, working towards Degree Level or equivalent experience (D) Basic Certificate in Health and Safety (D)A relevant qualification in supervisory management (D)  |

**Essential Health and Safety information**

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| **Does the post involve ?**  |  | **Y** | **N** |
| **Confined Spaces?**  | A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues. |  | X |
| **Driving?** | This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work |  | X |
| **Exposure to Substances Hazardous to Health?** | This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.  | X |  |
| **Hand Arm Vibration Exposure?** | This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery. | X |  |
| **Hand Washing?**  | This means washing hands 20 plus times per working day. | X |  |
| **Lone Working?**  | This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms). | X  |  |
| **Manual Handling?** | This means all job roles where there are specific manual handling / patient handling requirements. | X |  |
| **Night working?**  | This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am). | X  |  |
| **Noise exposure?**  | This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise. |  | X |
| **Work at heights?** | A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving. |  | X |