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Deputy Facilities Support Manager

Candidate

**information**

 **Job Description**

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| **Post Title:** Deputy Facilities Support Manager | **Post Reference: JD135** |  |
| **Summary of the Role:**  The Deputy Facilities Support Manager has delegated responsibility for the Domestic Facilities Support Services. The main responsibilities include, customer relationship building, liaison with customer, problem solving and dispute resolution at all levels is pivotal in this role. The Deputy Facilities Support Manager will provide feedback to the Domestic and Housekeeping staff in relation to their performance and service levels. Excellent diplomacy and negotiation skills are essential in carrying out this aspect of the role. You will assist with strategic planning and delivery of domestic, housekeeping services, and the service delivery of the Accommodation facilities. Responsibilities also include the promotion of integrated working styles in line with the service delivery philosophy. The Deputy Facilities Support Manager will be responsible for helping to run the day to day operational services ensuring high quality service delivery.The role also includes the management of a large group of staff and Team Leaders and will require the implementation of the full range of human resources policies and procedures. This role will deputise for the customer support manager when required.The Deputy Facilities Support Manager will be responsible for workplace assessment of staff within the Housekeeping, Domestic and Accommodation teams and training up to expected standards. A large part of the Deputy FSMs’ role will be spent out on the Hospital Floor checking both staff and Team Leaders are carrying out their workplace duties to the highest standard. | **Reports to:** Customer Support Manager |
| **Base / Location:** KCH |
| **Key Responsibilities** | **Working Relationships & Contacts** |
| * Will work alongside the manager to ensure delivery of all aspects of the team for Facilities Support services
* Will liaise with the manager on a variety of complex service issues making decisions in order to find practical solutions
* Will often be required to handle more than one complex issue at any given time
* Will work through performance management issues with team members on a day to day basis, providing information where required to the management team. Will lead on lesser level HR issues such as sickness absence.
* Monitor key performance indicators, develop and agree improvement plans within an agreed timescale where these fall below set standards.
* Liaising with customers and external parties to ensure the agreed level of service is being delivered to the standards required
* Investigating client complaints, working alongside the FSM to implement action plans and monitor improvements.
* Report on the Domestic Services and Housekeeping on cleans within the Departments to ensure contract service compliance in accordance with efficient and effective service delivery and national guidelines
* Assist with line management of the Accommodation Team Leader and staff.
* Assisting with ensuring the cleanliness of the facilities and cleaning standards are maintained.
* Assisting with collating weekly financial data to be collated and distributed to the finance department.
* Ensuring all staff are trained to the required standard to carry out their duties.
* Establishing and reviewing working procedures within each area to ensure the requirements of all relevant legislation are fully met
* Assisting with policy development and implementation and service development within their area.
* Assisting with organisational procedural and policy management across the range of services within their area of responsibility
* Analyse data on service delivery and assisting with reports for the deputy FSM as appropriate.
* Establish and review working procedures within each area to ensure the requirements of the Health and Safety at Work Regulations and Food Hygiene Regulations are adhered to
* Review, analyse and authorise the order of new equipment
* Manage a reduced range of human resources management issues as appropriate including absence, performance, initial investigation and first line disciplinary processes, recruitment and selection and personal and professional development off staff
* Responsible for ensuring that all staff are inducted, trained and have annual appraisals completed. Ensure that all personnel within their department have PDP’s
* Work flexibly to meet the needs of the service
* Assist with the recruitment and selection processes
 | 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:**Knowledge of the safe use of equipment and systems following guideline of HACCP (E)IT literate – Microsoft Office (E)Knowledge of fire safety regulations (D)Knowledge of lifting and handling procedures (E) | **Experience**Experience in customer carer development through significant experience working within a large public sector organisation ideally the care environment (D) A minimum of three years working ideally in a healthcare setting or contract sector (D) The previous management of a large team of staff including a responsibility for absence, performance, recruitment and performance etc or having a regular involvement at a supervisory level (E)Practical experience of conducting quality audits to monitor client/ customer satisfaction (D) | **Qualifications**Educated to a Diploma, working towards Degree Level [or equivalent experience] (D) British Institute of Cleaning Science Trainer and Assessor Certificate (D) NVQ Level 2 in relevant Health and Safety subject Minimum of Intermediate Certificate in Food Hygiene (E)Basic Certificate in Health and Safety NVQ Level 2 in supervisory management. (D)  |

**Job Role: 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 |