



Candidate information

Facilities Accommodation Manager



| Post Title: Accommodation Manager | Post Reference: | |
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| Summary of the Role: <ul style="list-style-type: none"> To manage the Trust residential accommodation, line managing the team who conduct bookings, payments, cleanliness and Health & Safety. To maximise the utilisation of available space, providing a consistent and income stream for the Trust in accordance with their Policies and working processes. To liaise between occupants of Trust property and service delivery teams to oversee that the appropriate level of service and cost is applied in line with landlords' obligations across all 3 sites. | | Reports to: Head of Facilities Base / Location: Kent & Canterbury |
| Key Responsibilities | | Working Relationships & Contacts |
| Leadership & Management <ul style="list-style-type: none"> Liaise with Commercial Manager for any budgetary and procurement requirements To be directly responsible for the day to day management of the Accommodation Offices across the 3 sites and associated staff including the accommodation and domestic staff. To actively promote quality in the accommodation team, by making clear the company standards and expectations, by monitoring progress and acting when standards fall short of expectations. To prepare monthly reports with action plans for the Head of Facilities on performance delivery. Prepare and provide reports to relevant Trust and 2gether bodies and panels, attending meetings where required. To manage onsite Accommodation Team Leaders, Deputy Accommodation Manager and assist with management of Domestic staff in accordance with 2gether policies and procedures. These policies include recruitment and selection, performance management, appraisal personal development and mandatory training. To work closely with facilities management colleagues, providing cross cover as necessary to ensure a seamless service at all times. To carry out any reasonable duties as requested by the Head of Facilities, General Manager or other senior Estates & Facilities management as appropriate. To ensure that onsite Accommodation TLs are managing their own domestic staff in accordance with 2gther policies and procedures. Delivery of mandatory training. Property Management <ul style="list-style-type: none"> To act as the 2gether expert advisor on all issues relating to the provision of staff accommodation. | | Internal: <ul style="list-style-type: none"> Working with colleagues in all departments across the site. Responsible for line management of Accommodation Team Leaders and Domestic staff across all three sites External: <ul style="list-style-type: none"> EKHUFT Clinical teams |

- To allocate appropriate accommodation to incoming tenants ensuring that efficient use is made of the available accommodation and that income opportunities are maximised.
- To be responsible for ensuring that signed leases/tenancy agreements/license to occupy are signed and in place and that reviews are undertaken in association with the Trust legal team as required.
- To ensure tenants/Trust site users do not encroach in to any space which is not within their demised area without appropriate authorisation and documentation.
- To develop, implement, review, maintain and monitor operational procedures/practices and systems for the booking, checking in and checking out of accommodation.
- To plan availability of residential accommodation over the financial year. To liaise with Heads of Service and Trust Senior Managers to obtain information which will enable accurate forecasting and demand planning over this period.
- To liaise with Medical Education and workforce teams to ensure sufficient availability.
- Liaise with local authorities in respect of monitoring and management of Council Tax exemption rates and/or changes to business rates.
- To ensure that all residential properties are regularly cleaned and that levels of cleanliness are appropriately monitored on an ongoing basis and in particular prior to the arrival of new tenants.
- To ensure inventories of room contents are carried out, regular condition checks and arranging replacement of missing items as appropriate.
- To ensure that tenants leave accommodation at the end of tenancy agreements, initiating eviction proceedings if necessary.
- To manage on-call accommodation, allocating rooms between clinical areas to ensure the most efficient use of this accommodation.
- To manage the resolution of any operational issues and facilitate the development of innovative solutions to improve the service to users and limiting the risks to the business.
- To undertake any other duties to ensure the smooth and efficient running of the department, and the efficient use of accommodation.
- To review the status of site occupancy across the site regularly to ensure that the information held is accurate and in date.
- **Financial & Contract Management**
 - To check, reconcile, and process invoices relating to recharges for accommodation and occupancy guarantee on behalf of the Trust; collating information with regards to occupancy, forecasting, planning and producing reports as required. Negotiation and agreement with the Trust Executives for any dilapidation works.
 - Carry out an annual review of rental income and implement the changes with tenants.
 - Collating information re rent arrears and referring to credit control when appropriate. To prepare information for the Head of Facilities and to facilitate monitoring of accommodation usage and to accurately forecast budgetary outcomes.

- Liaise with Commercial Manager for any budgetary and procurement requirements, ensuring all accommodation expenditures are managed in line with annual budgets.
- Management of the student gym contract and cost renewals, and ongoing equipment servicing and repairs.
- **Compliance & Risk Management**
- To maintain local standards to ensure a safe environment for residents in terms of Infection Control, Health & Safety, Fire and Security; reporting issues to appropriate managers.
- To be responsible for Health and Safety issues relevant to the services provided and to ensure compliance with current legislation regarding the provision of services e.g. Statutory and Regulatory, COSHH, Hygiene Code, Infection Control, Environmental Protection, Waste etc. Regular monitoring and review of service level specifications and policies in line with the correct governance processes.
- To give assurance to the Director of Facilities of appropriate management of the service in line with best practice and in accordance with both mandatory and legal requirements.
- To carry out all duties in accordance with the requirements of the Health and Safety at Work Act, relevant statutory regulations, legislation, approved codes of conduct and Trust local rules.
- Coordinate and accompany visiting contractors in line with Technical Solutions department policies on residential property and specifically accompany the Health & Safety, Security and Fire officers for the purposes of carrying out safety checks and risk assessments.
- Maintain records of and review the fire risk assessments for residential property and implement or escalate any actions.
- To act as Designated Officer (Fire) for the Trust's on-site accommodation and assist the Fire Officers in carrying out test fire evacuations.
- Undertake condition inspections of residential accommodation as a minimum annually and between tenants; escalating any maintenance issues or other concerns as appropriate and monitoring expected outcomes.
- To oversee the physical security of the accommodation, including managing key allocation records and coordinating the distribution of keys and fobs.
- To assist the Head of Facilities in the creation of robust business continuity and major incident plans for the accommodation department.
- Conduct PEEP Assessments for residents identified as having additional needs and requiring additional assistance whilst in occupation of Trust accommodation. Completing further Risk Assessments as required and ensuring that they are distributed to all necessary departments and any accommodation adjustments are facilitated.

- **Communications & Stakeholder Engagement**

- To act as the main point of contact for tenant escalation; promote positive working relationships and integration amongst tenants; and deal with day to day queries from site occupiers.
- To work closely with service users to ensure a customer service approach is delivered to all residential and commercial tenants.
- To resolve complaints from tenants and others in a timely and professional manner both verbally and in writing.
- To monitor customer satisfaction levels, acting where necessary to resolve issues with tenants.
- To liaise with the site-based management teams in relation to services delivered as part of the commercial leases and operational issues relating to leases.

- **Key Working Relationships**

| • Internal | • External |
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| <ul style="list-style-type: none"> • 2gether Management Team • Tenants • Housekeeping • Porters • HR • Estates Teams | <ul style="list-style-type: none"> • NHS & Government Agencies • Prospective Tenants • Visitors • Contractors • Medical Education Directorate |

Person Specification:
(Please state Essential (E) or Desirable (D))

Qualifications

Educated to degree level in Property Management or Facilities Management, or appropriate relevant qualifications and experience. (D)

Membership of professional body in Facilities Management or equivalent specialism. (D)

- Application
- Interview
- Reference

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| <p>Knowledge</p> | <p>Knowledge of property management, including housing standards and leasing arrangements (E)</p> <p>Fully conversant with statutory requirements, NHS guidance, Codes of Practice and the requirements of Regulatory Bodies. (D)</p> <p>Knowledge of current legislation relating to the services such as COSHH, Hygiene Code, Infection Control, Environmental Protection, Waste, Transport Regulations etc (E)</p> <p>The ability to demonstrate a keen understanding of the issues relating to the Trust, the NHS and how these influence the Facilities as a service provider of choice. (D)</p> <p>Understanding of effective contract management, service KPIs and Value for Money. (E)</p> | <ul style="list-style-type: none"> • Application • Interview • Reference |
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| Values | Exhibits behaviours in line with 2gether Values: | |
| Experience | <p>Significant experience in a property related role, ideally within the NHS or public sector. (E)</p> <p>Experience of managing a budget (E)</p> <p>Previous experience of managing a team (E)</p> | <ul style="list-style-type: none"> • Application • Interview • Reference |

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| Skills | <p>Organisational and time management skills.</p> <p>Good customer care skills.</p> <p>Financial and budget management skills.</p> <p>Ability to assess and plan for the future needs of the service.</p> <p>Well-developed problem-solving skills, with the ability to make decisions by determining key points from complex data.</p> <p>IT literate with well-developed skills for the use and application of information technology systems including, file management, safe and effective internet use.</p> <p>Proven ability to achieve targets and objectives within a demanding and pressured environment against challenging deadlines.</p> <p>Well-developed written and verbal communication skills.</p> <p>Strong diplomacy, tact, influencing and negotiation skills.</p> | <ul style="list-style-type: none"> • Application • Interview • Reference |
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| Other Attributes | <p>Required to work under pressure to meet deadlines and targets.</p> <p>Complex interpersonal and multi-disciplinary working.</p> <p>Flexible, pragmatic and innovative approach to problems and working practices.</p> | <ul style="list-style-type: none"> • Application • Interview • Reference |
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Job Role: Essential Health and Safety information

| Does the post involve? | | Y | N |
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| 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 |