

JOB DESCRIPTION

Job Details:

Job Title: PFI Soft Services Monitoring Manager

Band: Band 5

Location: Norfolk & Norwich University Hospital

Department: **Estates & Facilities Department**
PFI & FM Contracts Team, Facilities Directorate

Managerially Accountable to: PFI Contracts Manager

Professionally Accountable to: Director of Estates & Facilities

Job Purpose:

- Work to ensure a high quality, efficient and effective suite of soft services for patients, staff and visitors through performance monitoring.
- Maintain effective relationships with FM providers, hospital users and key stakeholders in order to ensure the ongoing delivery and development of services.
- To take day-to-day responsibility for the operational management, monitoring and administration of the PFI Project Agreement and Facilities Management Agreement in relation to Soft FM services
- Continually review processes/ working practices and actively encourage an environment of innovation and continuous improvement in line with the Trust Strategy.
- To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Dedication, Integrity and Excellence.

Overview of Essential Responsibilities:

- To ensure all Soft FM services are delivered by the FM Provider in a safe, timely, efficient and effective manner in line with contract requirements and Trust needs.

- Where services are not delivered in accordance with Service Level Specifications, accurately record failures for processing.
- Reviewing work schedules and working closely to drive productivity and achieve results. Working with the FM provider to promote a one team approach and to ensure that there are no barriers between teams.
- To work independently to undertake audits, ensuring appropriate remedial action is agreed with service partners and action completed;
- Review of service deliverables, improvements and with the support of the FM Provider, service developments that meet the needs of the Trust, particularly in relation to the patients experience and PLACE requirements.
- To complete full data analysis to understand any service failures and trends while determining the appropriate actions/judgements that need to be made to resolve any difficulties that might arise over the provision of services and ensure that any complaints are investigated thoroughly and promptly and acted on appropriately.
- Ensure that the FM Providers key team members are trained appropriately to apply required skills.
- To maintain up to date knowledge of all Soft FM services in relation to other hospitals and to national requirements and the law.
- Review and, where necessary, support in the development of operational procedures and quality assurance control documents to ensure the delivery of consistent high standards of service.
- Ensure FM Provider compliance with Trust Policies & procedures.

Communication

- Actively take part and where necessary lead in any relevant service related meetings, i.e. Housekeepers Meeting, Cleaning Steering Group.
- To facilitate communications of relevant information to/from the Trust, FM Provider, patients, customers and users of the service, clearly. Ensuring where necessary prompt follow up action is instigated.
- To influence and negotiate with key stakeholders where service delivery needs amending, is failing or Trust policies and procedures have been compromised. Following up and providing feedback in a sensitive manner while escalating appropriately where necessary.
- To communicate and liaise with medical, nursing and other professional staff. To attend areas i.e. wards, OPD's and meetings to provide support and FM related advice based on contract interpretation

- To develop and maintain effective relationships with users of the service. i.e. FM Provider, nursing and key stakeholders, liaising with them on a day to day basis as required to ensure the ongoing delivery and development of high quality services;

Analytical and Planning

- Ensuring tasks are completed to agreed standard and site specifications as required in the Service Level Specifications and schedules within designated areas.
- To contribute towards the production of service specific departmental performance reports. Effectively communicate and disseminate performance data, Trust requirement and relevant service information.
- To work collaboratively with the Trust and FM Provider to assist with Dept. moves around the Trust to support patient flow while considering impacts to other areas or Trust or FM related services.
- To assist in monitoring the provision of Soft FM services against defined Service Level Specifications and standards both local and national and undertakes routine surveys to ensure the services provided meet customer and patient needs.
- Identify quality improvements and take appropriate action to correct any deficiencies where appropriate and within their area of responsibility.
- Ensure timely and accurate completion of all documentation and integrated systems employed by the FM provider.
- To carry out routine ward visits and instigate any relevant actions, ensuring Service Level Specifications and Schedules are delivered. To liaise and collaborate with the Trust & FM Provider when services are being developed.
- Maintain efficient and accurate records and carry out joint quality audits in line with relevant legislation and guidance, producing monthly reports to support the Hospital Infection Control Committee led by the Chief Nurse along with reports detailing actual service delivery versus that dictated by the service level specification and KPI's.
- Ensure the FM Provider complies with the periodic scheduled tasks.
- Deliver Audit Training to Trust staff, when required.

Contract Monitoring & Administration

- Ensure appropriate monitoring systems are in place to demonstrate full service delivery in line with Service Level Specifications, good industry practice and legal/NHS requirements;
- Undertake & supervise audits of service delivery as required; Instigate and direct a contract audit plan in support of required service delivery.
- To provide Facilities Management cover to other areas in the team during periods of annual/sick leave
- Advise the Trust on all areas of service related non-compliance;
- Advise the Trust of its obligations under relevant service agreements and monitor progress to ensure compliance
- Advise and lead on issues related to Soft FM services, ensuring the PFI Soft FM Contract Manager is kept abreast while maintaining secure documentation and records of issues and actions;
- Maintain maximum use of available technology including Trust IT systems.
- Support with ensuring compliance with Standing Financial Instructions and Trust Policies & procedures.
- Support with the review and development of operational procedures and quality assurance control documents to ensure the delivery of consistent high standards of service;

Line Management/Financial Management Responsibilities:

- Support with the contribution of an agreed cost improvement / cost releasing efficiency saving programme;
- Verification of Service Variations raised by the Trust and costed by the FM Provider.

Specific Additional Responsibilities:

Functional Requirements			
Direct face to face patient contact	No	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	No
Manual handling	No	Crouching/stooping or kneeling	No
Night working/shift work	No	Frequent hand washing/wearing gloves	Yes
VDU user	Yes	Chemical sensitisers	No
Driving patients	No	Noise	No
Other (please state)	No		

Job Specification:

	Essential/ Desirable	Means of Assessment
		Application Form/ Interview/Test
Qualifications/training and professional development (e.g. Education, professional qualifications)		
Facilities Management Apprenticeship Degree or equivalent experience	Essential	AF

Experience		
Significant experience & knowledge in FM issues and services;	Essential	AF
Experience of working in a hospital environment providing Monitoring Soft FM services.	Essential	AF
Experience in audit processes	Essential	AF/I
Significant practical experience in managing within or around FM services;	Essential	AF/I
Experience of managing & communicating to large and small groups;	Essential	I
Previous experience in producing reports, analysis & data utilising software systems;	Essential	I
Experience in handling conflict and conduct negotiation.	Essential	I

Skills, abilities and knowledge		
Knowledge of COSHH, hygiene standards and infection control within the workplace. Understanding of NHS National Cleaning Standards and National Standards for Healthcare Food and Drink.	Essential	AF/I
Ability to handle & manage multiple facts, issues & situations simultaneously, exercising sound prioritisation and judgement;	Desirable	AF/I
Possess a refined ability to research & evaluate issues to identify solutions & recommend courses of action.	Desirable	I
Strong capability in planning, organising and directing own workload & that of other staff;	Essential	I
Ability to process information swiftly using a variety of software systems;	Essential	AF/I
Able to provide management information across Soft FM services utilising IT systems.	Essential	AF/I
Excellent presentation skills with effective interpersonal skills. Possess influencing skills with an ability to establish working relationships across the Trust.	Essential	AF/I
Good organisational skills and the ability to prioritise own workload.	Essential	AF/I
Computer literate – including the ability to use Word, PowerPoint and Excel software	Essential	AF/I
Self-reliant, focused and forward thinking	Essential	AF/I
Ability to work under pressure and deliver within strict time limits and constraints.	Essential	AF/I

Attitude, aptitude Demonstrate ability to handle issues effectively with frequent changes in subject; Able to conduct prolonged periods of concentration on FM & contract issues; Effective role model, demonstrating NNUH's PRIDE values of People focused, Respect, Integrity, Dedication and Excellence Demonstrates understanding and commitment to Equality, Diversity and Inclusion	Essential Essential Essential Essential	AF/I AF/I AF/I AF/I

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.