

# Job Description

## ESTATES, FACILITIES AND DEVELOPMENT DIRECTORATE

<b>Job Title:</b>	Quality and Performance Manager (Facilities Services)
<b>Band:</b>	6
<b>Service Area:</b>	Facilities Services
<b>Base:</b>	Castle Hill Hospital/Hull Royal Infirmary

<b>Accountable to:</b>	Head of Facilities
<b>Reports to:</b>	Deputy Head of Facilities (Hotel Services)
<b>Responsible for:</b>	Quality, Performance and Service improvement within Facilities Services

## OUR VALUES

### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### **Job Purpose:**

To play an active part of the Facilities Management team in delivering and attaining high standards of performance to a number of in-house and contracted Estates, Facilities and Development (EF&D) services. Focussing on compliance, standard setting, benchmarking, ensuring an active role in the formulation of the Facilities Services short, medium and long term strategy.

The post holder will be responsible for ensuring compliance is achieved against KPIs, health and safety standards, NHS guidance and recommendations and contractual aspects of service delivery for both in-house and contracted services. The post holder will report on performance monthly to senior management.

The role will involve pro-active participation in the reviewing and writing of service specifications in partnership with service leads and other key stakeholders, offering professional support and advice whilst influencing innovation, service improvement and compliance.

Participation in the evaluation of tender submissions.

Create and participation in a range of audits determined locally by Deputy Head of Facilities

The collation, analysis and benchmarking of Facilities services NHS England data submissions such as ERIC, PAM and PLACE

The post holder will provide innovative leadership and deliver change in a complex environment whilst maintaining patients, staff and visitor safety and satisfaction providing positive contribution in the work undertaken by the Facilities Management Team and provide cover for senior colleagues as required.

### **KEY DUTIES & RESPONSIBILITIES**

- Ensuring the provision of safe, efficient, high quality Facilities Services that meets local and national objectives.
- Meet Trusts requirements in line with national priorities and performance targets.
- Ensure cost effective assignment and delegation of work within set time-scales and ensuring best use of human resources.
- Negotiate with stakeholders in relation to seeking financial resources to influence service changes and/or development.
- Participate in reviewing, developing and maintaining facilities service contracts and in-house operations, monitoring the performance of suppliers to agreed KPI's and addressing issues directly and appropriately where possible.
- Participation in the annual PLACE inspections under the guidance of the Hotel Services Manager who has been appointed as the Trust lead for the PLACE programme.
- Review, create and participate in a range of audits determined locally.
- Maintain accurate and complete records consistent with relevant legislation, policies and procedures.

- Investigate and respond positively to complaints and put in place effective remedial action processes where appropriate.
- Following up and updating actions and learning points that arise from internal and external meetings.
- Be highly competent in the completion of reports and other relevant Trust documents along with NHS England reporting such as ERIC, PLACE. PAM, Model Hospital and freedom of information requests etc.
- The collation, analysis and benchmarking of Facilities services and present improvement and efficiency plans.
- To undertake specialist project work as delegated by senior management.
- Work towards the objectives agreed in the Annual Personal Development Review process.
- Develop and maintain a training records system for the whole of facilities to ensure statutory and mandatory compliance.
- Assist in the development and implementation of new initiatives, promoting a culture of continuous quality improvement.
- Work closely with service leads to ensure a full understanding of all Facilities services and work in partnership with wider management team offering professional support.
- Deputise in the absence of service managers and management assistants for short periods of time as and when authorised by Deputy Head of Facilities.

#### **Knowledge and Skills:**

- Knowledge and experience of Contract and Facilities Operational Management.
- Ability to plan and prioritise own workload and set effective time-scales.
- Skilled in developing effective partnerships with other Services in order to contribute to Estates, Facilities and Development strategic and planning deliberations.
- Experience of collating and writing reports for committees and Board meetings and the ability to communicate information clearly and effectively both verbally and in writing to key stakeholders.
- Demonstrable exceptional customer care skills and high standards of excellence.
- Understanding of Contract specifications, tender processes and documentation.
- Excellent knowledge of Facilities Services such as Domestic, Portering, Catering, Linen and Laundry etc.
- Working knowledge of Infection control policies and guidance, National cleaning standards, and Food Safety for auditing purposes.
- Specialist knowledge and understanding of efficient, high quality customer care criterion.
- Effective communication skills to allow for liaison with other departments, divisions, government bodies and external agencies
- Demonstrate efficient computing skills and literacy.
- Experienced in working within set standards to motivate and encourage team performance.
- Knowledge of PLACE.
- Experience of monitoring systems and databases.

### **Communication and Relationship skills:**

- Ability to give clear and concise instructions to colleagues using various methods for example: IT presentation, verbally, one to one discussions, team meetings etc.
- Deliver presentations with clear explanations and transmission of information to a range of stakeholders with potentially diverse needs and barriers to understanding, the use of varying skills such as PowerPoint, discussions, visual aids (electronic and non-electronic).
- Able to provide clear guidelines and set key milestones for delivery of projects and work streams for example mobilisation of new services or a transfer of contract.
- Present accurately sensitive, complex or contentious information to individuals or groups using various skills (Verbal, Electronic etc.) which may pertain to contract awards, service changes or staffing models using persuasive, motivational, negotiating and empathetic skills.
- Communicates process change updates to all facilities staff in relation to Health and safety requirements.
- Compile documentation for regular and ad-hoc reports to internal and external committees.
- Assists in ensuring effective communication is maintained between members of the team, taking personal responsibility to update, share and hand over information. This will require persuasive, motivational and negotiating skills and techniques in some situations.
- Ensures information is conveyed to the staff in a timely and understandable manner.
- Liaise and communicate effectively at all levels within the Trust as well as with external contractors, agencies and their representatives.
- Establish and lead on effective relationships and leadership with staff at all levels.
- Establish links with other external stakeholders specialising in Facilities services through regional and national networking events to promote sharing of good practice and evidence based research.

### **Knowledge, training and experience:**

- Degree in relevant subject or equivalent experience or training within business management.
- Specialist knowledge and experience of Business Management within a healthcare setting to post graduate diploma level equivalent, with a focus on quality, improvement and delivery pertaining to Facilities services including but not exhaustive Domestic, Catering, Linen and Laundry, Security and Waste Management.
- Experienced in the delivery of project management and be skilled in delivering to deadlines and within budget.
- Experienced in meeting deadlines to achieve desired business outcome and managing expectation of the delivery of such outcomes.

- Demonstrable experience of problem solving abilities within a wide range of facilities operations.
- Effectively organise work schedules including delegation of tasks to the team, own and others time management by utilising electronic diaries.
- Excellent working knowledge of IT systems and software – e.g. Microsoft packages and able to use these efficiently and to meet the needs of the service.
- Undertake personal development on a regular basis including completing all mandatory training to meet Trust objectives.
- Sound knowledge of budgets and forecasting for a number of departments within Facilities Services.
- Be flexible in the approach to work whilst meeting business requirements and key objectives.
- Apply a high level of analytical skills and attention to detail when providing reports and project work

#### **Analytical and judgmental skills:**

- Highlights problems and advises line manager of any difficult or sensitive issues such as delays in service delivery which may impact on patient care or agreed standards.
- Analyse financial trends locally and nationally and formulate appropriate actions and escalations.
- Conduct investigations and assess serious disciplinary cases as and when required.
- Review complex facts or situations that require interpretation such as tender specifications.
- Analyse and extract data in both electronic and paper format for example long standing contract specifications.
- Undertake quarterly reviews of Facilities data to effectively benchmark the current service provision against those delivered by others and offers solutions to senior colleagues to improve this further.
- Undertakes various resource methods such as surveys, data gathering, audits to gain the information required for analysis and project work in a timely and accurate manner.

#### **Planning and organisational skills:**

- Assists with the planning of service reviews, contract specifications and other similar schemes of work against objectives.
- Assist senior Facilities management with specialist project work including strategy planning, contract reviews and service development.
- Able to develop business plans and strategies within Facilities services and adjust accordingly when things go beyond timescales.
- Plans and implements standards for the team meeting such as achieving the timeframes for tender submissions or other contractual reviews.
- Able to develop plan and organise complex activities and events such as roadshows with stakeholders that require the provision of materials and resources.



- Organise the effective delivery of business cases in a timely and accurate manner.
- Ensures delivery of performance targets relevant to the role for example quality benchmarking linen and laundry to other similar trusts and implementing any improvements.
- Create monthly Facilities reports to support committee meetings and seek approval of the report from senior Facilities management ahead of submission.

#### **Physical skills:**

- Practices safe moving and handling procedures and other related health and safety standards developed through time. Ensure compliance of all team members.
- IT skills including Word and Excel.
- The post holder requires developed physical skills to fulfil duties where there is a specific requirement for speed and accuracy.
- Advanced keyboard skills and the need to type for prolonged periods of time.

### **RESPONSIBILITY**

#### **Responsibility for patient/client care:**

- Incidental contact with patients.

#### **Responsibilities for Policy and Service Development Implementation:**

- Reviews, implements and proposes changes in policies and procedures or service delivery as an integral part of the job that impact beyond their own work area and across the site, departments or facility.
- Implements changes in practice within the parameters of area of responsibility.
- Pro-active approach to development and implementation of new products and service improvement.
- Ensures compliance with Trust and Facilities related policies and proposes change to the benefit of the team / service.

#### **Responsibilities for Financial and physical resources:**

- Responsible for the safe use of equipment and reporting faulty equipment accordingly.
- Responsible for creating orders for assets, supplies and other purchases within Facilities Services.
- Responsible for authorised signatory for cash/financial payments and for travel arrangements or meeting expenses.
- Maintain an asset register of all equipment and escalate replacement plans to senior management as part of financial forecasting.
- Support senior colleagues with the management of department budgets which exceed £15 million and escalate potential cost implications to senior management/finance colleagues.

### **Responsibilities for Human Resources:**

- Maintains a professional approach to work, demonstrating a mutual respect for colleagues.
- Oversee timely and accurate provision of hotel services staff and update health roster for payroll shutdown.
- Act as a role model and facilitator to influence the practice of others in a positive way. The post holder will mentor, support, guide and provide day to day supervision to the team.
- Completion of appraisal and objective setting for team members in the appropriate timescales including personal performance and development of staff.
- Responsible for managing and prioritising own and team workload, meeting deadlines and targets by allocating tasks accordingly day to day.
- Assists with the effective induction of new staff.
- Ensures own and other team members PDR and performance objectives are met.
- Provides supportive coaching and encourages personal development within the team.
- Deliver ad-hoc training to the team, this may include changes to policy, equipment or legislation.
- Attend monthly reviews pertaining to HR matters such as attendance, appraisals and training and provide detailed updates.
- Encouraging and supporting staff and colleagues with achieving goals and delivery of service.

### **Responsibilities for Information Resources:**

- Creates and maintains paper and electronic based filing systems to record, store and supply information using a range of Microsoft packages.
- Manages own and department information in accordance to GDPR.
- Work closely with departments and contractors to participate in the collation and presentation of information from specific IT systems such as MANNA, Porter-Track, MICAD and Ambinet (not exhaustive).
- Regular requirement to use various computer software to create complex reports, which will include using formulas etc.
- Interrogates data for accuracy, rectify and report any anomalies with information to relevant department or contractor and/or if applicable escalates to Health Group committee/Nominated Contract Officer.

### **Responsibilities for Research and Development:**

- Undertakes surveys or audits as necessary.
- Reviews customer feedback and presents finding and possible solutions to the workforce and senior management.

#### **Freedom to Act:**

- Manages and prioritises own workload to meet the demands of the specialist services (Facilities Services) and activity within the Trust whilst maintaining standards.
- Encourages and promotes solutions within parameters of responsibility.
- Uses own judgement to define day to day work priorities and initiates communication wherever necessary to provide an effective service
- The post holder is a specialist in own area but guidance may be provided by peers or external reference points.
- Works with broad occupational policies.

#### **Physical effort:**

- Combination of sitting, walking and standing.
- Light physical effort in lifting and handling.

#### **Mental Effort:**

- Frequent concentration required when reviewing documents and creating reports for business meetings to accurately complete duties in a safe and accurate manner.
- The work demands are predictable with very few unplanned events occurring, therefore there is an occasional requirement for concentration where the work pattern is unpredictable.
- A flexible approach to planned work may be required at times of increased capacity within the Trust such as during winter months.

#### **Emotional Effort:**

- Rare exposure to distressing or emotional circumstances.

#### **Working Conditions:**

- Occasional requirements to work remotely with short notice.
- Requirement to visit locations onsite on a regular basis such as verification of standard in a ward or department location.
- Occasional offsite visits to attend conferences or complete benchmarking exercises.
- Ability to work flexibly to meet the service requirements
- Rare exposure to unpleasant working conditions or hazards.
- Exposure to COSHH related detergent substances (e.g. dish-wash detergent and general detergent).

#### **HEALTH AND SAFETY:**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.



As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

*This job description is not a complete list of duties and is meant as a guide. The job description will be reviewed and duties may change after consultation with the post holder.*

# Person Specification

**Job Title: Quality and Performance Manager (Facilities)**

**Department: Facilities - Hotel Services**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Business Management Degree or qualification plus specialist knowledge and experience of Business Management within a healthcare setting to post graduate diploma level or equivalent	Food Safety Level 2 or above. IT Qualification.	Certificates
<b>EXPERIENCE</b>	Contract Management experience including specification writing and tender evaluation. Proven experience of working to deadlines and problem solving. Strong organisational skills with the ability to deliver agreed objectives within agreed timeframes. Experience of Facilities Services i.e. cleaning specifications, linen and laundry specifications, audit processes Project Management Experience. Experience of managing a team within a fast paced operational environment.	Understanding of the NHS and Facilities Services.	Application form References Interview
<b>SKILLS</b>	Advanced keyboard skills Effective organisation skills. Good oral and written communication skills. Self-motivated with the ability to manage own and others workload. Ability to prioritise competing tasks effectively. Ability to remain calm and professional under pressure. Proactive and able to work on own initiative.		Application form References Interview Assessment centre
<b>KNOWLEDGE</b>	Knowledge of National Standards of Healthcare Cleanliness, PLACE, contract specifications relating to Facilities services within Healthcare. Knowledge and use of IT systems and software – e.g. Microsoft packages.	Knowledge of NHS England such as ERIC, PAM and Model Hospital	Application form References Interview
<b>OTHER</b>	Flexible approach to working hours. Ability to work between hospital sites at short notice.	Full clean UK driving licence	Application form References Interview

## Organisational Structure

