

Job Description

1. JOB DETAILS

Job Title	Estates and Facilities Manager
Department	Enabling Services
Grade	6 (subject to JE)
Responsible to:	Finance Manager

2. AIM

To ensure that all hospice premises and grounds, whether owned or leased, are always fit for purpose, adhering to all relevant legislation.

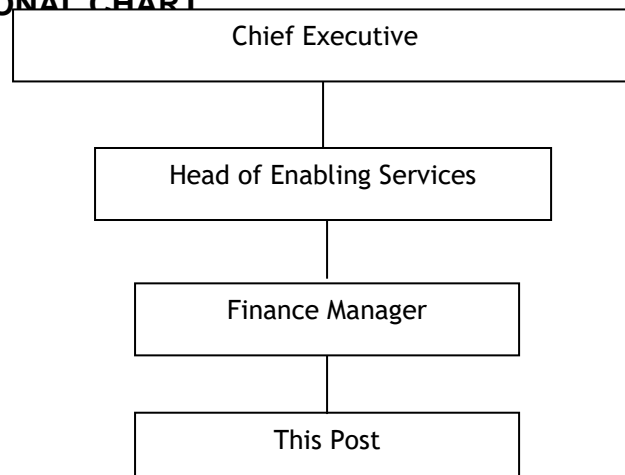
To be responsible for the effective operations of ICT systems throughout the organisation.

To lead the Hospice's carbon neutral journey and sustainability, working with staff and volunteers to implement agreed plans.

To lead on health and safety, working with staff and volunteers to ensure health and safety is embedded in daily activities, and that all facilities operations are compliant with health and safety legislation.

To play a key part in ensuring effective procurement of Utilities and equipment, working closely with the finance manager.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Maintain good communication across all departments with staff, volunteers, patients, and visitors.
- Report any equipment or fittings that require specialist maintenance or repair in line with Hospice procedures
- Liaise with suppliers and contractors as required
- Produce clear and meaningful reports for the Board, SMT and managers so that they can fulfil their statutory obligations in relation to health and safety.

Analytical and judgement skills

- Provide assurance to the Board and SMT that the Hospice is adhering to statutory safety requirements, regulations, and relevant codes of practice.
- Lead the investigation of incidents and accidents.
- Responsible for external reporting, including RIDDOR.
- Oversee and manager COSHH assessments.
- Identify problems and faults with equipment/systems and processes
- Respond appropriately to urgent issues as they arise.
- Keep an auditable planned maintenance schedule for all Hospice premises, to include planned repairs and improvements and annual decorating schedules, and an effective and easily accessed contacts database for maintenance and repairs to premises and equipment.

Planning and organisational skills

- Ensure the planned maintenance programme is maintained and updated.
- Ensure that planned maintenance work is carried out safely and with due regard for the operational needs of the Hospice.
- Monitor health and safety hazards
- Implement and manage a programme of site inspections and audits to manage compliance.
- Manage relationships with the many suppliers of goods and services to the Hospice.

Physical skills

- To access all parts of the Hospice's estate, test equipment and diagnose faults, there is an occasional requirement to exert moderate physical effort.
- Use a range of tools and machinery
- Standard keyboard skills are required.

Patient/Client Care

- While there is no direct contact with patients/carers, there may be occasional incidental contacts by nature of being in a supportive role within the organisation
- Ensure confidentiality is maintained at all times

Policy and Service Development

- Ensure policies and procedures in relation to facilities and estates are reviewed and updated in accordance with agreed timescales and standards.
- Oversee the completion of H&S records, policies, and procedures
- Update health and safety policies in line with legislative changes to ensure the Hospice is compliant.
- To contribute to the Hospice's Business Continuity Planning process, with key responsibility for non-clinical Incident Reporting systems, working with the SMT to ensure effective emergency plans – e.g. fire evacuation, power failure, etc.

Financial and Physical Resources

- Ensure that all hospice premises (including retail sites) are fit for purpose, that they are safe, and are maintained to a good standard.
- Responsible for the Facilities and Estates budgets
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Manage and co-ordinate the arrangement of necessary repairs and renewals in consultation with relevant managers.
- Implement environmental friendly practices within the area of responsibility.
- Promote the use of digital technology within the area of responsibility
- Ensure all waste produced by the Hospice is managed safely and within the regulations set out. This includes handling different waste types such as general, clinical and hazardous waste.
- Exercise personal duty of care when using expensive equipment
- Support the efficient use of Hospice resources
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building met
- Responsible for advising on Hospice procurement, and for advising on good practice with regard to all purchasing and the identification of efficiencies.
- Manage the procurement of items of capital expenditure in agreement with the Chief Executive.
- To manage contracts relating to utilities, photocopiers and telecommunications.
- Implement environmental friendly practices within the area of responsibility.
- Promote the use of digital technology within the area of responsibility

Human Resources

- Advise on the provision of suitable training for all staff and volunteers in relation to the safe and appropriate use of the Hospice's estate and facilities.
- Actively promote the use and engagement of volunteers.
- Attend appropriate training when mandatory and when identified and agreed at annual performance review.

Information Resources

- Monitor and maintain records for equipment and systems in accordance with registration requirements and the Health and Safety at Work Act.
- Contribute to the development and maintenance of Hospice asset and risk registers.

- Maintenance of records in relation to the implementation of Hospice policies and procedures relating to estates and facilities management of a standard to meet audit and inspection requirements.
- Manage the IT contract with the outsources contractor to ensure all IT systems are operating and antivirus software is kept up to date.
- To be responsible for managing all reported faults for the hospice network and all operating devices used in the premises, including the Hospice system, the clinical system (systemOne), the income generation system (donor-flex) and all remote working requirements.
- Procurement of new PCs and devices in line with the Hospice's replacement cycle.
- To be responsible for the phone system in the Hospice and retail outlets, ensuring that all lines are operating effectively. Work with the phone service provider to resolve any faults.
- Responsible for procurement and ongoing servicing of all Hospice mobile phones and contracts.
- Monitor and maintain records for equipment and systems in accordance with registration requirements and the Health and Safety at Work Act.

Research and Development

- Identify appropriate solutions to the needs of the Hospice to provide a safe, welcoming, and suitable environment for its guests and visitors.
- Support any audits or surveys taking place in any operational area.

Freedom to Act

- Work within the agreed annual budget and plan, with guidance from the Chief Executive
- Working independently within standard operating procedures using own initiative with results/outcomes assessed at agreed intervals

EFFORT & ENVIRONMENT

Physical

- To access all parts of the Hospice's estate, test equipment and diagnose faults, there is an occasional requirement to exert moderate physical effort.
- There is a frequent requirement for standing and moving and handling equipment
- There is an occasional requirement for working in confined spaces

Mental

- Concentration is required, especially when working with tools and equipment

Emotional

- There is an occasional requirement to interact with users of Hospice services, their families and carers.

Working Conditions

- The post is based in the Hospice and grounds, with frequent travel to the retail outlets. Assessment of maintenance requirements and the progress of building and maintenance projects will result in occasional exposure to unpleasant working conditions

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers, and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- **To act as the Hospice's nominated Health and Safety Officer**
- To ensure compliance with all relevant legislation relating to health and safety, National Minimum Standards, relevant employment law etc, incorporating H&S management and co-ordination of H&S training.
- To assist managers in undertaking non-clinical risk assessments, including work-station RAs and H&S audits.
- To ensure the implementation of all statutory testing for the building, including weekly fire tests, fire drills and emergency lighting tests, and PAT testing, to ensure procedures are safe and effective.
- Manage the Medical Gas Piped system, ensuring that the maintenance schedule is implemented, to provide safe and effective delivery of medical oxygen to the IPU.
- To ensure that all certificates and other documentation relating to premises and equipment required for registration and patient use are maintained and kept up to date, e.g. clinical waste, hoists, electrical certs, water purification, PAT tests, etc.
- The Hospice will take all reasonably practical steps to ensure the health, safety, and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives, and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage, or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**

Signature of Manager: **Date:**