**Job Description**

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| Job Title: | Facilities and Contracts Manager |
| **Responsible to:** | Operations Director |
| **Responsible for:** | Facilities Team and contracts management |
| **Contracted Hours:** | 30 hours per week (with some out of hours working as required). |
| **Location:** | Nightingale House Hospice |
| **Job Purpose**:  Management of the Hospice’s Facilities Team which involves:   * Planned and breakdown maintenance work on the Hospice building and its grounds * Planned and breakdown maintenance work on all plant and machinery associated with the Hospice and its commercial subsidiaries. * Project work connected with the Hospice building, plant, and machinery. * General portage and patient transportation. * Onsite management of suppliers and subcontractors. * Management of the Hospice’s Housekeeping contract. * Management of the Hospice’s IT Service contract. * Ensuring the above activities meet health and safety requirements, established standards, and provides a safe environment for all patients, staff, volunteers, visitors, customers and onsite contractors. * Lead contract negotiations and renewals for all maintenance and service contracts at the Hospice premises. | |

**Key Relationships & Roles**

* Director of Operations
* Executive Management Team
* Department Managers/ Leads
* Hospice’s externally appointed ‘Competent Support’ for Health & Safety.
* Hospice contractors
* Chair of the Facilities, Health & Safety Committee
* Hospice external IT Support
* Hospice external housekeeping contractor

**Duties and Responsibilities:**

**Operationally**

* Ensure that all properties and equipment owned/leased by Nightingale House and its subsidiary companies are kept in a good state of repair and meet all local and national legislation and guidelines.
* Ensure a robust PPM a (Planned Preventive Maintenance) schedule is in place for all mechanical & electrical plant and equipment. This must be in line with current statutory legislation and manufacturers specification. Maintain audit trails with correct reports.
* Ensure that all critical equipment has been identified and where appropriate have a maintenance contract. In addition, system(s) are used to ensure that contracts are renewed within the defined time periods.
* Oversee service plans for medical equipment to include hoists (LOLER)
* Project work related to facilities/plant and machinery
* Maintain a PAT Register and ensure all equipment on the register is tested within the defined time periods.
* Assess, monitor and negotiate contracts for all Utilities and Waste Management in conjunction with appropriate support agencies.
* Work with the Finance Director and Director of Operations in the development of maintenance and capital budgets.
* Plan and organise the transportation of patients, patient notes, etc. to meet clinical requirements to and from the hospital as directed by inpatient clinical staff.
* Ensure day to day checks and monitoring are completed and documented for the medical gas system.
* Liaise with Department Heads/Managers about maintenance and repair issues
* To regularly review and uphold fire evacuation procedures and ensure regular training and fire drills for all staff
* Manage and monitor the CCTV, Fire Detection and Access Control systems
* Manage the hospice vehicles ensuring they are always roadworthy
* Act as on-call triage for facilities emergencies and ensure that ‘out of hours’ call out contractors are engaged to cover Facilities’ issues and attend if deemed necessary
* Responsible for completion and monitoring of all risk assessments related to hospice facilities, the building and equipment

**Management**

* To plan, supervise and review as necessary the workload of the facilities team.
* Work in conjunction with the Fundraising team to ensure any facilities related risks are addressed with competent support in place where required.
* To ensure all staff within the team have the necessary knowledge and skills to undertake their roles effectively.
* To address any concerns regarding poor performance within the team in an appropriate and timely manner.
* To ensure periods of planned leave are coordinated in a manner appropriate to maintain service continuity.
* To be responsible for workmen/sub-contractors working on site and ensure they are aware of, and comply with, the policies and safe working systems of the hospice and associated sites.
* To manage the relationship with the ‘Out of Hours’ call out contractors.
* To support and provide guidance on health and safety across the Operations department.

**Audit**

* To undertake and report periodic audits relevant to the facilities maintenance systems in use to quality assure that the system is effective.

**Education**

* To participate in appropriate internal and external educational programmes.
* To demonstrate ongoing personal and professional development in accordance with own appraisal.

**General Responsibilities**

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook and staff contracts of employment.

**Competence**

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager.

### Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines at all times.

**Health and Safety Requirements of the Hospice**

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties and to report any hazardous situations or defective equipment.

**Data Protection and Confidentiality**

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy.  Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice’s disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

**Records Management**

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.

**The post is subject to an enhanced disclosure check with the Disclosure and Barring Services (DBS).**

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**Employee’s Name:**

**Employee’s Signature: Date:**

# PERSON SPECIFICATION

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|  | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
| QUALIFICATIONS | * GCSE or equivalent C grade or above in English and Maths * Qualified IOSH member | * Educated to Degree Level or equivalent * NEBOSH Certification * IOSH Managing Safely | CV / Application Form |
| EXPERIENCE | * Minimum of 2 years working within a Facilities/ Buildings management role | * Experience of the hospice sector / healthcare environment * Writing and implementing policies and procedures | CV / Application Form / Interview |
| SKILLS | * Develop effective working relationships * Leadership skills * Good computer and IT skills * Excellent verbal and written communication skills * Good negotiation skills |  | CV / Application Form/ Interview |
| **KNOWLEDGE** | * Knowledge of regulations associated with health and safety * Knowledge and excellent understanding of fire safety |  | Interview |
| **PERSONAL QUALITIES**  **(Demonstrable)** | * Ability to understand and demonstrate the values of NHH * Approachable to colleagues * Attention to detail * Self-starter with the ability to use own initiative * Willingness to learn * Organised and methodical |  | CV / Application Form / Interview |
| **OTHER RELEVANT REQUIREMENTS** | * Smart personal appearance * Car driver with valid driving licence * Reliable and prepared to work outside normal working hours as appropriate |  | CV / Application Form / Interview |