

## PILGRIMS HOSPICES – JOB DESCRIPTION

### Operations and Facilities Manager (Hospice Site Manager)

#### MAIN PURPOSE AND SCOPE OF THE JOB:

The Operations and Facilities Manager is a key role which integrates people, place and process within the built environment, with the purpose of improving the wellbeing of people and the productivity of the core business.

The post holder is accountable for the provision of on-site services to support all the Hospice functional teams. Core responsibilities include H&S, internal and external landscaping, compliance to regulations, fire protection, management of assets, waste management and recycling, water safety, space planning and interior design, project management, PPM building maintenance services, signage, site security, hospice volunteers, cleaning and washroom services and environmental monitoring.. The post holder must ensure that services are provided to a high standard, in line with CQC and best practice guidelines.

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#### POSITION IN ORGANISATION

**Reports to:** Director of Operations

**Line Manager for:** Maintenance Engineers  
Domestic Supervisor  
Gardeners  
Volunteers

#### DUTIES AND KEY RESPONSIBILITIES

##### A Facilities and Service

- Responsible for the end to end delivery of on-site services, from identification of issues and appropriate solutions, **management of activity to reach resolution**, through to quality control and sign-off of completed works.
- Responsible to develop and deliver a continuous site maintenance plan, alongside ad hoc identified works, ensuring site is safe and compliant at all times.
- Responsible for all non-patient Health & Safety on site including compliance, assessment, delivery, coordination and education. Represent local issues and initiatives at an organisational level.
- Responsible for fire safety on site including compliance, asset maintenance, signage, evacuation preparation & education and fire marshal coordination.
- Be the trained responsible person for Water Safety of the designated site
- Be the on site lead for the security of the environment to keep service users, visitors, staff and volunteers safe. To report and investigate all accidents, incidents and near misses and to share learning outcomes across the sites
- To safely manage contractors working on sites
- Ensure maximum value is realised from hospice estates through effective use of space and provision of equipment.

- Liaising with the IT department to ensure that necessary infrastructure is in place to ensure available space can be used to maximum effect.
- Manage the sites sustainability performance ensuring all opportunities for reducing carbon footprint are considered, including the use of environmentally sound approaches in areas including energy management, waste disposal and recycling
- Hold responsibility for petty cash on site and all transactions by volunteers through the till
- Be responsible for ensuring that elements of H&S compliance, as directed by the Head of Hospice Services, is maintained across the Pilgrims Hospice Retail Estate and other elements of Pilgrims Hospices estates within the locality.
- Management of the local asset register, ensuring it is updated on a regular basis.
- Space planning – Identifying and reacting to needs of clinical and non clinical departments
- Be part of the crisis management team as required and support the updating of the business continuity plan, including testing.

## **B Management and Leadership**

- To engage and influence stakeholders to drive improvements in H&S.
- To provide strong leadership, direction and support to all team members, fostering an open and inclusive working environment to all stakeholders, encouraging team working and good working relationships.
- Chair and facilitate the Local Management Team (LMT) meetings, produce minutes and act as the LMT spokesperson at the Senior Management Team Meetings
- Be the key point of contact on site for any site-specific queries.
- To forge strong partnerships with all clinical and non clinical disciplines within Pilgrims including retail.
- To set clear standards, operational guidelines and safe systems of work. Monitor the compliance with these and ensure action is taken in the event of failure and best practice is shared
- To be responsible for ensuring that good working practices are applied including application of all Pilgrims Hospices policies and procedures.
- To be accountable for recruiting, developing and motivating facilities staff to ensure they can perform to the highest standards in their roles.
- To ensure that facilities team members have adequate induction, an annual PDR, an agreed personal development plan that reflects both the needs of the hospice and of the post holder in order to deliver its objectives, and the longer term goals of the member of staff including mandatory training
- To ensure systems are in place to identify poor performance of any type and that any individuals identified are appropriately supported and managed within Pilgrims Hospice policies.
- Be point of contact for CQC inspections and cover other sites as required.
- Support the updating of the local CQC folders.
- Lead regular team meetings for Maintenance, gardening and domestics
- Arrange and organise PLACE and respond to results yearly
- Collate Friends and Family Surveys and share results.
- 365 days out of hours cover for emergency facilities issues.
- To be the authorised person for the destroying of controlled drugs
- Run and act on results from the facility survey, staff survey and other appropriate surveys

## **C Volunteers**

- Provide leadership, line management and direction to on-site volunteers ensuring all volunteers are engaged and feel valued.

- Be responsible for the recruitment, induction and training of new volunteers. Be responsible for good HR practices with volunteers and ensure all policies and procedures are adhered to.
- Identify opportunities to create value through use of volunteer resource and in conjunction with the Volunteer Development lead, devise a role descriptor.
- Line Manage the on site volunteer administrators to ensure that volunteers are capable, trained and able to carry out duties required of them.
- Chair the Local Administrative Team Quarterly Meetings and act as one of the Site Representatives on the Central Volunteer Administrative Meeting
- Take full responsibility for organising Volunteer recognition events, forums and organising appropriate presentations for long serving volunteers

## **D Budgets and Contracting**

- Develop relationships with suppliers and lead procurement processes to ensure the organisation realises the best value for money from purchases and contracts. Maximising the value or contribution that these relationships offer.
- Be responsible for managing organisation wide contracts and preferred supplier agreements for the provision of particular products or services.
- Actively engage with suppliers and contractors through regular meetings to drive improvement in service levels and standards.
- Be accountable for ensuring on-site facilities expenditure falls within projected budgets.
- Explore opportunities for cost saving and increased efficiencies.
- Monitor equipment and building condition and plan life cycle improvements via the project improvement process.
- Work with Income Generation to identify and manage projects and grants that have been awarded – ensuring the correct evidence is sourced and reported.

## **E Audit and Improvement**

- Undertake regular site inspections in order to ensure performance standards are being met and to identify any areas for improvement.
- Audit performance of domestic staff against agreed standards of service and develop performance improvement plans as appropriate.
- Review the performance of contractors and suppliers against agreed terms in order to continually develop performance regimes to better manage suppliers' performance
- Provide a monthly report to the Head of Non-Clinical services detailing any ongoing facilities issues and performance against agreed indicators.
- To ensure all statutory requirements are met in regard to equipment, Health and Safety and buildings. (Gas cert, Electrical testing, Asbestos etc.)

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

**Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

**Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Written:                  June 2022**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Hospice Services Manager

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Significant management experience, ideally in a facilities or site services environment.</li> </ul>	X		X
	<ul style="list-style-type: none"> <li>Experience of working in a customer facing / customer service role.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Experience of working with volunteers</li> </ul>	X	X	
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Effective leadership skills</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Strong written and verbal communication skills, including the ability to effectively communicate with people at all levels.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Communicate for results with the ability to influence and use discretion in the delivery and content of communications, with a clear understanding of potential impact.</li> </ul>	X	X	
	<ul style="list-style-type: none"> <li>Ability to manage time, self and own workload</li> </ul>		X	X
	<ul style="list-style-type: none"> <li>Outcome focused management style with a solution oriented approach to problem solving</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Ability to prioritise while working to tight deadlines in a sometimes pressurised environment</li> </ul>		X	X
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Able to demonstrate a well developed understanding of supplier management.</li> </ul>	X	X	
	<ul style="list-style-type: none"> <li>Fully IT literate and conversant in the use of Microsoft Office applications.</li> </ul>	X	X	X
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Educated to A level standard or equivalent.</li> </ul>	X		X
	<ul style="list-style-type: none"> <li>Certificate in General or Facilities Management, or willingness to study towards.</li> </ul>	X		X
	<ul style="list-style-type: none"> <li>Member of BIFM or willingness to apply and achieve status</li> </ul>	X		X

	<ul style="list-style-type: none"> <li>• Certificate of IOSH or NEBOSH or willingness to study towards.</li> </ul>	X		X
<b>OTHER REQUIRE-MENTS</b>	<ul style="list-style-type: none"> <li>• Must be fully flexible and able to provide support to other sites and locations.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>• A full clean driving licence and access to own transport.</li> </ul>	X	X	

**Date Written: June 2022**