

AFC Reference:	FAC/0075R6
Job Title:	Facilities Site Manager
Band:	6
Hours:	37.5 hours
Division:	Trust Wide Support Services
Accountable to:	Head Facilities TWSS, Community and Mental Health Care Divison
Responsible to:	Head Facilities TWSS, Community and Mental Health Care Divison

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

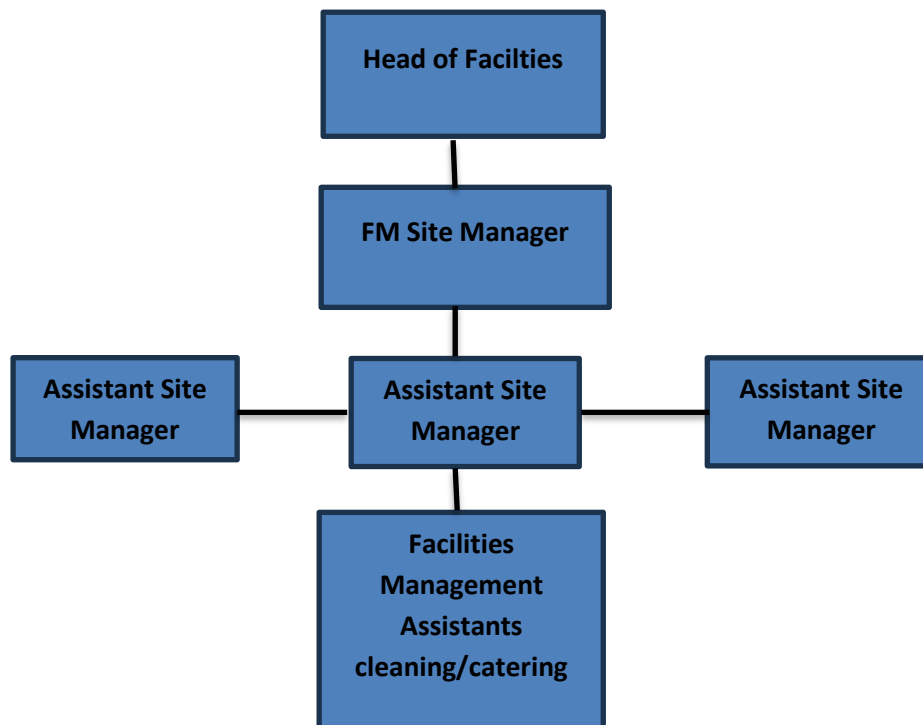
1. Mersey Care NHS Trust as a leading provider of mental health care, addiction services and learning disability care.
2. Service users receive a high quality service and one which is free from stigma, discrimination and harm.
3. Staff are engaged with the delivery, innovation and continuous improvement of services to benefit service users and all other customers.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness and Enthusiasm will be embedded across the division for all staff and evident to service users.
6. Smooth day to day running of the site in relation to all soft Facilities Management Services.
7. Service delivery of a fit-for-purpose professional FM service across Mental Health Care Division.
8. Delivery of a high standard and safe catering provision to service users.
9. Safe, clean environments that support the service user experience.
10. All Facilities Management staff are appropriately trained to deliver their services.
11. Performance standards and targets are delivered for Facilities.

**Job Purpose :**

To provide operational and professional leadership to Facilities support staff, ensuring the provision of a high quality FM service to the Liverpool Mersey Care Trust economy at the following sites.

Heys Court L19 5NG, the Hope Centre L15 2HE and Leigh Moss L14 5NX

**Organisational Chart :**



**Principal Responsibilities:**

12. To undertake the daily operational responsibility to ensure that all sites run smoothly, in direct relation to all Facilities services including housekeeping, portering, and catering services, waste management, security, fire safety, H&S signage, cleanliness including external areas such as grounds and gardens and general operational maintenance across all sites.
13. To be the first point of contact for both clinical and non-clinical services with regard to ensuring that usage of the sites responsible, including storage space is provided in an equitable and effective manner and any unwanted items are disposed of in the appropriate manner and to monitor this on a regular basis.
14. To manage relevant external contractors to ensure an effective value for money service. To look for ways to improve current services and contracts in the best interest of the Trust.
15. Responsible for managing the lift/door access system, developing improved methods / systems of accessing the lift and working with all parties using the building to maximise efficiency. To work with external contractors and consultants to develop, implement and review effective systems of work within the sites responsible.

16. To manage and ensure that all security systems and procedures are effective and known throughout all of the sites responsible. Work with NHS SMS to ensure that the sites responsible comply with SMS Directives and H&S legislation. Where necessary to develop/enhance security systems to ensure the safety of service users, carers, staff and visitors to the site. To further develop existing internal communication channels to achieve this.
17. To be responsible for all internal and external contractual arrangements; to include being the main source of communication, coordinating, monitoring to minimise disruption. This will include external suppliers and their representatives.
18. To be responsible for the management of all non-clinical complaints within Trust guidelines and to look for and implement corrective actions and / or problem solving techniques to reduce reoccurrences, as appropriate.
19. To be fully aware and trained in the latest Health and Safety requirements in connection with managing an NHS site. To use this knowledge in every day issues that arise as appropriate and when necessary and through routine matters, utilising expertise from Fire Safety Service and / or Estates Officers.
20. To facilitate the equitable use of space and the allocation of any available accommodation, where appropriate consulting with users and where necessary operating as an independent arbitrator. To ensure all MCT Directorates receive an equitable Facilities Management services within the sites responsible. To liaise with all Mental Health Care Division and Trust Wide Support Service Managers to deliver an equitable service.
21. To work collaboratively with the Facilities Management Team on the development of Services.
22. To operate an effective system of reporting and monitoring both incidentals, emergency and planned maintenance requirements to include monitoring the LSHP contract and other SLA's in place.
23. To manage multi-departmental budgets, to deliver a balanced budget, and generally to ensure that all financial actions accord with the Trust's SFI's and guidelines. To have management responsibility for the procurement, maintenance and monitoring of all physical assets and supplies for multiple departments within the sites responsible.

**HR Responsibilities:**

24. To have management responsibility for all Facilities Management staff in multiple departments on the sites responsible.
25. To monitor and manage sickness absence of staff in line with the Trusts Sickness Absence Management Policy and to take appropriate action in the subsequent levels of the sickness procedure as required.
26. To conduct and to work with Assistant Facilities Site Managers to ensure that all staff have an annual PDP and performance management that incorporates their training and development needs.

27. To ensure that all staff receive the required mandatory training.
28. To manage unsatisfactory performance, promptly and constructively in accordance with the Trust's Disciplinary Procedure and to provide written and verbal feedback as necessary.
29. To be responsible for the recruitment and selection of all Facilities Management staff and ensure orientation and induction programmes are effective.
30. To ensure robust communication strategies in the management of the diverse Facilities Management services with appropriate documentation, protocol procedures.
31. To provide verbal and written reports as requested by Facilities Team Management, other departments or Service Manager with regard to Facilities Service issues or disciplinary issues.
32. To develop and implement local policies which reflect and interpret national guidelines. To ensure adherence to policies by all Facilities Management staff.
33. To liaise with Mental Health Care Division Managers to agree identified action plans to improve identified areas of need in their specific work areas.
34. To be responsible for ensuring that environmental standards are achieved and maintained in all buildings in relation to National Standards i.e., PLACE, Health and Safety and 13 week review process.
35. To assist or prepare Business Case documentation as and when appropriate.
36. To prepare, conduct and monitor weekly, monthly and quarterly audits regarding ward cleanliness, Health and Safety standards and workplace inspections and ensure remedial action is carried out.
37. To be responsible for the development of cleaning work schedules in line with the NHS Plan - Cleaner Hospitals programme and monitor performance.
38. To advise and work with Ward / Department Managers regarding choice and sustainability of furniture and fittings and advice with regard to cost effectiveness.
39. To be responsible for the management of site security contracts where applicable.
40. To negotiate and monitor external contractors with relation to Facilities Management Services within the sites.
41. To work with Mental Health Care Division to ensure all issues relating to the estate are highlighted and responded to accordingly.
42. To be responsible for maintaining own professional development.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.

- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness and Enthusiasm – in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.

	ESSENTIAL	DESIRABLE
<b>EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years experience within a management role</li> <li>• Minimum 2 years experience in Facilities Management</li> <li>• Minimum 2 years Health Service experience</li> <li>• Experience of working at both operational and strategic levels</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of successful and practical application of service review and redesign techniques</li> <li>• Involvement of service users in planning and review</li> <li>• Involvement in mental health services</li> <li>• Experience in identifying, designing, developing, managing and delivering business planning processes</li> <li>• Experience in local authority or voluntary sector</li> <li>• Experience of change management</li> </ul>
<b>KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent managerial experience</li> <li>• Health &amp; Safety qualification IOSH/NEBOSH</li> <li>• Knowledge of budget management</li> <li>• Knowledge of change management process</li> <li>• Understanding of current NHS policies and their implications for service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Professional management qualification at Masters level</li> <li>• Membership of the British Institute of Facilities Management</li> <li>• Knowledge of project management methodology</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Leadership and management skills</li> <li>• Excellent listening and negotiation skills</li> <li>• Ability to communicate effectively both verbally and non-verbally</li> <li>• Ability to analyse information and gain a clear understanding of the issues</li> <li>• Ability to work with a wide range of health professionals</li> <li>• Ability to work corporately</li> <li>• Excellent keyboard skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop and create innovative solutions to problems</li> </ul>
<b>OTHER:</b>	<ul style="list-style-type: none"> <li>• Evidence of continued professional development</li> <li>• Car driver/access to transport</li> </ul>	

