

POST TITLE: HEAD OF SAFETY, HEALTH, ENVIRONMENT AND QUALITY	POST REF:	Reports to: Managing Director, QE Facilities Ltd.
<b>SUMMARY OF ROLE:</b>  Provide clear strategic and operational day-to-day leadership to support the safe, efficient and customer focused operation of the QEF SHEQ function working across the Group.  Develop and implement, a clear vision and strategy for the SHEQ function.  Participate as a proactive member of the QEF Senior Leadership Team (SLT) contributing to the success and growth of the QEF business as a whole.	<b>Location:</b>	
	QE Hospital, Gateshead (or as may be required in UK)	
	<b>Post Profile:</b>  Senior Management	
Accountabilities and Responsibilities		Key Tools & Processes to be utilised
<ul style="list-style-type: none"> <li>• Undertaking a strategic and leadership role in line with Company mission, values, and ambition.</li> <li>• Demonstrate and exemplify positive behaviours and attitudes, acting as a role model to others and nurture a culture in keeping with the QE Facilities and Group values.</li> <li>• Provide strategic leadership for the SHEQ function across the Gateshead Health Group.</li> <li>• Implement, and manage, an accredited Quality Management System covering all aspects of the Organisation.</li> <li>• Responsibility for budgeting and the financial performance of the SHEQ function.</li> <li>• Leading from the front to inspire your team to develop and foster a culture of effective multi-disciplinary and partnership working both internally and externally to deliver strategic and operational priorities.</li> <li>• Responsibility for ensuring that company values are not only embedded within the service but to also have an ongoing personal commitment to employee development, succession planning, equality, diversity, and inclusion to develop the service into an employer of choice.</li> <li>• Working with the POD team, ensure adequate (and high quality) resourcing within areas of responsibility.</li> <li>• Ensuring regular reviews of performance levels within the SHEQ function.</li> <li>• Ensure that effective performance management, monitoring and reporting systems are in place across the Organisation to provide accurate metrics, assurance, and information.</li> <li>• Providing reports on performance as required to SLT and Board identifying, measuring, and resolving significant risks or nonconformities.</li> <li>• Provide assurance to the SLT and QEF board (as required) on all legislative, governance and best practice requirements and targets/standards, identifying corrective action where necessary.</li> <li>• Managing risk in accordance with company policies identifying and reporting on any new risks identified.</li> <li>• Define the strategy and direction for the SHEQ programs for the Group and business</li> <li>• Embed behaviours and values in the company culture that support the SHEQ agenda and are in keeping with the need to</li> </ul>		<ul style="list-style-type: none"> <li>• Operate in compliance with all company values, policies, and procedures.</li> <li>• Operate in compliance with all internal and external quality management processes and standards.</li> <li>• Using IT systems for Aa appropriate</li> <li>• Producing comprehensive reports on SHEQ matters including financial performance, client satisfaction and operational delivery.</li> <li>• Produces data from own sources for analysis using office applications</li> <li>• Business continuity plans.</li> <li>• Staff appraisals/development reviews.</li> <li>• QEF and Group Risk register (inc. risk assessments)</li> </ul>

<p>ensure continuous improvement</p> <ul style="list-style-type: none"> <li>• Determine the appropriate managements systems standards, certification and levels of implementation that will ensure that the business meet customer expectations, function to a high standard but not burden the business with unnecessary process</li> <li>• Develop and implement programs to maintain high standards of health, safety, environment, and quality that ensures the Group/QEF maintains legal compliance, meets, and exceeds customer expectation and work to positively support the business</li> <li>• Establish mechanisms to measure performance, define achievable targets against which to report progress</li> <li>• Establish a robust process to ensure that all serious incidents, failures, and events are thoroughly investigated, root cause analysis is completed, and action plans defined and delivered</li> <li>• Act as the main point of contact for the Trust and other relevant stakeholders on SHEQ matters</li> <li>• Develop and foster relationships with all stakeholders</li> </ul>	
Knowledge, Skills & Qualifications	Performance Measures and KPIs
<ul style="list-style-type: none"> <li>• CMIOSH or working towards</li> <li>• Good understanding of risk and quality management methodologies</li> <li>• A thorough working knowledge of the implementation and management of ISO Quality Management Systems such as ISO9001/ TL9000 and OHSAS 45001/ 18001 / ISO14001.</li> <li>• A strong working knowledge of Incident, event failure investigation and corrective action development, with customer / external stakeholder or enforcing authority involvement preferable</li> <li>• Holds a valid full UK Driving Licence</li> <li>• Strong leadership, good interpersonal skills, and the ability to influence at all organisational levels</li> <li>• Strategy development and implementation.</li> <li>• Experience of building and maintaining customer relationships is essential</li> <li>• Proven experience in a similar role, preferably with healthcare or similar multisite and or construction / utilities experience</li> <li>• Proficient experience in planning and project management</li> <li>• Proficient in Microsoft Office Suite, including Word, Excel, and PowerPoint.</li> </ul>	<p><i>These will be set in discussion with the job holder. KPIs will be set around the following areas:</i></p> <ul style="list-style-type: none"> <li>• Achievement of service delivery targets</li> <li>• Compliance with all externally determined performance standards / legal requirements</li> <li>• Team performance against operational plans</li> <li>• Demonstrating corporate values and behaviours</li> </ul>

## Person Specification

	<b><u>ESSENTIAL</u></b> The qualities without which a post holder could not be appointed	<b><u>DESIRABLE</u></b> Extra qualities which can be used to choose between candidates who meet all the essential criteria	Method of Assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree level qualification in a SHEQ related discipline or equivalent job specific qualifications and experience.</li> <li>In depth knowledge of all statutory and regulatory requirements applicable to the management of SHEQ.</li> </ul>	<ul style="list-style-type: none"> <li>Post Graduate qualifications.</li> <li>Management qualifications</li> <li>Leadership qualifications</li> </ul>	Application Form Certificates References
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of commercial/ public sector estates services</li> <li>Ability to work with autonomy and lead teams</li> <li>Experience of developing and improving service delivery.</li> <li>Management of department/ service function</li> <li>Management and leadership experience</li> <li>Developing KPI's and service specifications</li> <li>Financial experience – P&amp;L</li> </ul>	<ul style="list-style-type: none"> <li>Experience of growing estates services in commercial environment</li> <li>ISO standards, quality management processes.</li> </ul>	Application Form Interview References
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication and presentation skills</li> <li>Excellent relationship development skills</li> <li>Ability to interpretate client requirements and instructions</li> <li>Workstream management and working to deadlines</li> <li>Excellent literacy, numeracy and report writing skills</li> <li>Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Basic First Aid Skills.</li> </ul>	Application Form Interview Certificate References
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>In depth knowledge of statutory requirements for health-related estates management, standards, approvals, and compliance</li> <li>An excellent knowledge of Health &amp; Safety, Risk Management and Quality Management System implementation gained through experience.</li> </ul>	<ul style="list-style-type: none"> <li>Specialist qualifications</li> </ul>	Application Form Interview Certificates References
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Can do attitude</li> <li>Willingness to promote change</li> <li>Willingness to undertake other duties as and when required</li> <li>Flexibility in working pattern in line with business requirements</li> <li>Good standard of personal presentation</li> </ul>	<ul style="list-style-type: none"> <li>Adaptable to changing working practices</li> </ul>	Application Form Interview References
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>UK Driving Licence</li> </ul>	<ul style="list-style-type: none"> <li>Driving for a minimum of 2 years</li> </ul>	Driving Licence Interview References