

JOB DESCRIPTION

General Information

JOB TITLE: Facilities Team Leader

GRADE: AFC Band 4

HOURS: Full Time 37.5 per week

RESPONSIBLE TO: Facilities Manager

ACCOUNTABLE TO: Senior Facilities Manager

Guy's & St Thomas' NHS Foundation Trust

Guy's and St Thomas' is one of the largest hospital trusts in the country, with around 25,000 staff, an annual turnover of more than £1 billion, and over 2 million patient contacts a year. Our hospitals have a long and proud history, dating back almost 900 years, and have been at the forefront of medical progress and innovation since they were founded. We continue to build on these traditions and have a reputation for clinical, teaching and research excellence. See www.guysandstthomas.nhs.uk

Essentia

Essentia is part of Guy's and St Thomas' NHS Foundation Trust. Responsible for non-clinical healthcare services, Essentia designs, builds and maintains healthcare infrastructure vital to the smooth running of healthcare services. This encompasses everything from construction projects and healthcare planning to waste management, housekeeping, transport and security. Essentia employs around 1,800 people. It combines exceptionally high standards and public sector values with commercial focus, innovative thinking and modern technology to create the best possible patient experience.

Organisational Values

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- a. **Put patients first**
- b. **Take pride in what they do**
- c. **Respect others**
- d. **Strive to be the best**
- e. **Act with integrity**

Our [values and behaviors framework](#) describes what it means for every one of us in the Trust to put our values into action.

Job Summary

The post holder will assist the Facilities Manager with the day – day management of the Guy's Facilities Services, particularly Housekeeping and Patient Food Services. They will have responsibility for the operational teams on the wards and departments as well as monitoring, reporting and follow up when necessary issues relating to the general environment and buildings fabric.

The main elements of the role will be to ensure that the facilities services are delivered within the ward and department areas within the financial scope of the budgetary requirements.

They will assist in the development of the services and staff through training. The post requires strong communication skills and working relationships need to be developed across different levels and departments. The post holder will be accountable for staying in the limitations of a financial budget. They will ensure that resources and standards allocated to the team are properly and effectively deployed to deliver agreed outputs through set key performance indicators.

Duties and Responsibilities

- To manage the facilities services, including housekeeping and patient food housekeeping services within a designated teams and/or area including Housekeeping, and patient food requests as well as having responsibility for the general environment of the wards, departments and clinics. To monitor the service provision levels to meet internal quality, contractual and other standards, implement action to rectify any deficiencies. To provide excellent services and to establish and maintain appropriate service agreements with the Department and monitor and produce Key Performance Indicators and benchmarks of performance.
- To ensure that the procedures within the department are kept up to date and filtered down to the staff. To manage teams and make sure they meet their objectives and that the staffs themselves are appraised and have excellent opportunities for development so that they may fulfil their potential and motivation.
- To be responsible for the management of the operational support teams. To motivate and develop staff and co-ordinate the education and training requirements of the team and in line with the objectives of any staff development initiatives internally or externally. To provide strong individual and professional leadership through change supporting staff and colleagues and through a visionary motivational and problem solving approach, subject to financial constraints and HR agreement.
- To provide accurate, reliable and timely reporting for the Department Management Team and where appropriate to contribute to reports to the Executive and Board on the performance of the department and progress on against projects assigned.
- Take responsibility for all planning day to day man power for the facilities teams with in the areas with in your set budgets.
- To ensure compliance within all services to meet the trust's policy and objectives in line with the trust business plan

- To be aware of and implement any new government legislation or initiatives to take an active part in working with outside agencies to achieve results.
- To complete regular audits for the, cleaning, environment and patient food services. To compile regular, benchmarking results and implement appropriate actions to enhance services and the environment.
- To work as part of a multi-disciplinary team to include, Clinical teams and outside contractors to ensure that service delivery standards are met through reviews and audits.
- To initiate the team briefing hierarchy and communicate effectively with all operational team's
- To attend monthly reviews with your line manager on financial and operational performance.
- Take responsibility of Sickness and Absence in your team informally up to and including first formal.
- To ensure that the standard of the patient charter is maintained at all times
- To maintain appropriate documentation and up to date records regarding information on the environment department.
- To work in conjunction with the infection control team to ensure standards are maintained and kept in line with policy.

Authority

- Development of the Environment team through the provision of leadership and support and develop of team members and the development of the service through active involvement.
- Identify staff training and development needs ensuring all team members have up to date Personal Development Plan and Review and access to supervision.
- Manage services within delegated responsibility expenditure re. Stocks, supplies, manpower and rotas.
- Day to day operational management of the teams including implementation of NHS Board policies and practices e.g., health and safety, infection control, Cleanliness Standards and standing financial instructions.
- Ensure team members are knowledgeable about expectations of performance and monitor capability taking remedial action when required with discussion and or referral to Facilities Manager regarding any issues of concern.
- Identify own education, training and support needs via the PDP and review process with the Environment manager. Holding team to account for delivery against their PDP and the environment teams objectives through regular performance review meetings.

Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within Trust buildings and vehicles.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

JW March 2022