

JOB TITLE: Facilities and Compliance Manager (Band 5)

JOB OVERVIEW

- Acting as the key contact in relation to the appropriate establishment and ongoing management of specific services to the site and all maintenance contracts, to include management of any on-site contractors.
- To maintain, operate and review effective health and safety, quality and environmental arrangements across the site to ensure compliance with relevant legislation, to include participation in auditing activities.
- The post holder will work on their own initiative and in close partnership with a range of stakeholders and have a focus on continuous improvement.

Main Duties of the Job

Responsible for the day-to-day management and co-ordination of facilities and compliance at the designated site, ensuring that the building is fully operational and compliant with all relevant Standards, Certifications, Licences and Regulatory requirements

Responsible to

Reporting:
Regional Manager, Supply Chain, Logistics & Transport

Accountable:
Regional Manager, Supply Chain, Logistics & Transport

Professionally:
Head of Supply Chain, Logistics & Transport

Main Responsibilities

Communication and Partnership Working

1. The post holder will be required to build relationships and liaise with a number of key stakeholders and customers, to communicate with and receive building information efficiently and effectively:
2. Internally, this would include NWSSP staff across all divisions, Heads of Service; Senior Leadership Team; Workforce & OD Team and Specialist Estates Services.
3. Externally, this would include enforcement agencies including the Health & Safety Executive, External Regulatory Auditing Bodies, Welsh Government, NHS Wales colleagues and Maintenance and Facilities Contractors, as appropriate.
4. Ability to negotiate with a wide range of NHS staff, external agencies and stakeholders in regard to the day-to-day management on-site and have the ability to deal with resolving challenging situations, that may arise as a consequence.
5. Work collaboratively with colleagues to manage any safety, health, quality or environmental issues proactively.
6. Ability to clearly and effectively communicate a range of complex technical and non-technical estates, facilities and Safety, Health, Quality and Environment management information to staff and stakeholders, including dissemination of processes and procedures via Microsoft Teams, email, intranet, toolbox talk, training session or presentation.

7. Liaise with colleagues across NWSSP divisions and NHS Wales colleagues with similar roles in neighbouring organisations, to facilitate effective facilities and compliance management.
8. Facilitate, report and monitor the progress for all day to day maintenance, repairs and issues related to the premises, which will include undertaking health and safety workplace checks and audits, investigating incidents reported via Datix and ensuring all non-conformities or opportunities for improvement are actioned appropriately and in a timely manner.
9. Able to negotiate value based terms and conditions with suppliers and contractors, contributing to the effective monitoring and reporting processes for each project and complying with the appropriate governance, standing financial processes and procedures.

Health and Safety, Quality and Environmental Management

1. As the on-site key contact in providing expert advice on all Health and Safety matters to staff on-site, providing advice and support to managers and staff and to have responsibility for the operational delivery of health and safety matters.
2. Responsibility for ensuring inductions are carried out and all relevant documentation is signed and stored appropriately, for auditing purposes.
3. Supporting and working with the Health and Safety Manager NWSSP in investigating accidents occurring on-site, as requested and the resolution of issues in line with RIDDOR requirements (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).
4. Ensure that sufficient fire notices and fire evacuation plans are made available to staff and that a site-specific fire manual is maintained for external inspection.
5. Responsible for the maintenance and monitoring of Health and Safety data for the site and preparing summary reports, as required for review, auditing and assurance of the Leadership Team.
6. Work closely with the NWSSP Health and Safety Manager, Corporate Services Manager to manage the operational delivery of the Health and Safety, Environmental and Quality management systems, policies, procedures, work instructions and associated action plans.
7. Responsible for the implementation and maintenance of high standards of compliance with health, safety and quality in the working environment and safe practices relative to staff, contractors and visitors to the premises.
8. Manage the appropriate range of risk assessments to meet legal requirements ensuring that risks are appropriately recorded and escalated.
9. To organise weekly fire alarm testing and six monthly unannounced fire drills. 10. To identify personal emergency evacuation procedures for staff, where identified and arrange training and maintenance of, for example, evacuation chairs, as appropriate.
11. Maintain a group of fire wardens and first aiders and to ensure that they are appropriately trained and associated training records maintained.
12. Address issues identified from assessments and audits in a timely manner, and to ensure their continued relevance and compliance to legislation and standards.
13. Conduct regular walkthroughs, proactive and reactive inspections of the premises, risk assessments and audits to monitor compliance with policies, specific statutory standards and health & safety priorities.
14. Participate in working groups across NWSSP and NHS Wales to support the areas within this portfolio of health, safety, environmental and quality management. For example, ISO14001 Green Team, Building Managers Group, Health and Safety Regional Meetings, Procurement Senior Leadership Team meetings, as directed.
15. Coordinate and facilitate effective Landlord and Tenant / Building User Group meetings to ensure that the facility continues to provide an efficient service that meets the needs of the business and to agreed standards, acting on staff feedback received in an appropriate manner.
16. Produce site specific action plans and summary reports for operational meetings, as requested.
17. To support the development and maintenance and periodic testing of the business continuity plan for the site.

Facilities Management

1. Responsible for the timely investigation of and resolution of any office accommodation issues.

2. Undertake options appraisals providing an analysis, interpretation and comparison of a range of options to support decision making in terms of office procedures and building requirements. Reviewing and revising or identifying and establishing new procedures, where necessary, for the effective running of the facilities.
3. Working with the colleagues to effectively manage operational systems and procedures. This will include car parking, catering, cleaning, post, waste, switchboard, printers, AV equipment and ID cards.
4. Manage any future office moves and relocations from conception to implementation and review.
5. Develop and improve operational processes and to review and update the Building Operations Manual on an annual basis.
6. Responsible for arrangements for the security of the site and acting as the designated key holder in the event of any out of hours incidents reported.
7. Assess and define the training needs of the organisation to meet its requirements for Health and Safety and undertaking DSE Assessments for staff on site.
8. Attend training, as required personally, to update personal skills and knowledge and comply with statutory and mandatory training.
9. Manage the procurement and allocation of furniture, equipment and services, including the ongoing maintenance of all service contracts for the building, liaising with colleagues as appropriate, and ensuring that these are managed effectively.
10. Manage the requests for minor works, change of use and variations from users, ensuring they are necessary, costed appropriately and that funds are available to meet increased costs as necessary.

Line Management

1. Day to day line management of the Business Support Team, to include responsibility for undertaking staff appraisals/PADRs, developing training plans, monitoring and recording of sickness, annual leave and absence management, where necessary.

| Qualifications and Knowledge | Experience |
|---|---|
| Essential Degree or equivalent level of experience Qualification in Occupational Health and Safety Detailed knowledge of Health and Safety legislation and its effective application in the workplace | Essential Substantial experience and knowledge in Health and Safety management and issues relating to the legislation Experience of developing and delivering training programmes Experience of preparing reports Experience of team working Experience of negotiating and working effectively with suppliers and contractors |
| Desirable Certificate in Health and Safety / Environmental Management Knowledge of NHS procurement processes and practices DSE assessment skills | Desirable Experience of incident investigation Experience of demonstrating quality and continuous improvement Experience of environmental legislation Experience of auditing procedures |

| Skills and Attributes | Other |
|--|--|
| <p>Essential</p> <p>Ability to use a range of Microsoft packages including Word, Excel and Microsoft Outlook and Teams</p> <p>Prioritising and managing own work-load</p> <p>Ability to make judgements and decisions on risk issues and apply risk principles to diverse range of situations without direct supervision</p> <p>Good presentation skills</p> <p>High level of accuracy and paying attention to detail</p> <p>Desirable</p> <p>Ability to speak Welsh</p> | <p>Essential</p> <p>Ability to work on own initiative</p> <p>Good interpersonal and communication skills (written and verbal)</p> <p>Proactive, problem solving approach</p> <p>Enthusiastic and self-motivated</p> <p>Ability to establish good working relationships with colleagues/clients at all levels.</p> <p>Able to be flexible regarding hours of work – i.e. responding to out of hours issues and emergencies</p> |