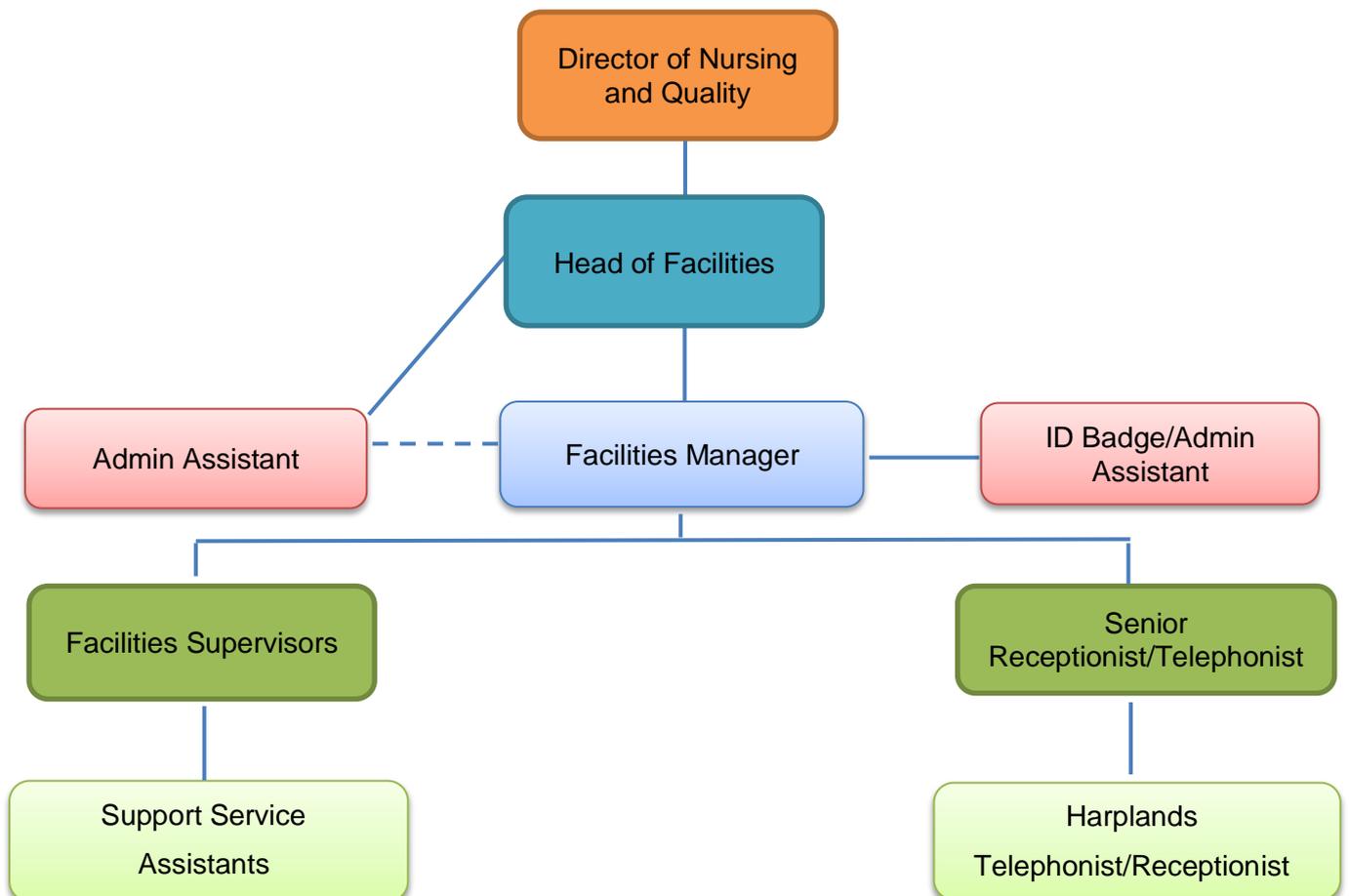


HR Use Only
AFC Job Ref:
CHC_PCSSSPR

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Facilities Supervisor
<b>PAY BAND:</b>	3
<b>DIRECTORATE:</b>	Nursing and Quality
<b>TEAM/SERVICE:</b>	Facilities
<b>BASE:</b>	Harplands Hospital
<b>RESPONSIBLE TO:</b>	Facilities Manager
<b>ACCOUNTABLE TO:</b>	Head of Facilities
<b>RESPONSIBLE FOR:</b>	Support Service Assistants

### Organisational Chart



## **Job Summary:**

The Facilities Supervisor will be responsible for leading the daily delivery of an efficient and effective customer focussed quality service in accordance with the National Standards of Healthcare Cleanliness. The scope of the service involves the supervision of a team of Support Service Assistants for the delivery of the service in Combined Healthcare Premises. The post holder will have the ability to plan, act and monitor their own and their team's performance and need to be adaptable, self-motivated, set clearly defined and achievable individual/team/operational goals.

The post holder will work collaboratively with key partners, support the clinical teams and establish and maintain good working relationships, have clear lines of communication with Line Manager, Clinical Managers/Teams, Trust Staff, external organisations and the public.

## **Key Duties/Responsibilities:**

- Responsible for the day to day supervision of the Support Service Assistants team, and service requirements.
- To be responsible for providing a clean, safe environment for patients, visitors and staff.
- To ensure services are delivered in line with the National Standards of Healthcare Cleanliness
- Responsible for carrying out routine cleanliness, environmental, waste disposal and food safety audits in clinical and non-clinical areas ensuring all failures are actioned/corrected.
- To record electronically all audit results.
- To prioritise cleaning requests and respond to any IPC outbreaks, site Manager requests and to maintain records.
- To plan, record and ensure all Support Service Staff are compliant with mandatory/ statutory training.
- To deliver planned and ad-hoc briefings to the Support Services Team, communicating as appropriate daily priorities and any relevant working arrangements and requirements.
- To ensure staff rotas are robust, workable and provide the required coverage for all areas on a daily basis.
- To carry out Facilities Risk and COSHH Assessments relevant to the department, update/monitor and review with Facilities Management Team.
- To participate in the recruitment process for Support Services Staff.
- To complete Staff Personal Development Reviews, 1:1 Supervisions, Sickness Reviews, Return to Work Interviews, Performance Interviews, giving advice and support within the relevant timescale.
- To plan, deliver and record full induction training, refresher training and on the job assessments in compliance with the Trusts Policies; Catering and Domestic Services Induction Policies and Procedures
- To adapt both verbal and visual training to reduce any barriers in understanding to both individuals and groups.
- Authorise Annual Leave, change shift/rota patterns accordingly, to ensure the robust management of staff rotas and update electronic files.

- To assist in cleaning and other Facilities team tasks, as per needs of the service.
- To respond to frequent interruptions throughout the shift e.g. staff queries, infection breakouts and other ad-hoc service demands.
- Responsible for the welfare of staff under their control, which may occasionally be distressing/emotional. Reporting any issues that cannot be adequately resolved to the Facilities Management
- To present a positive corporate image at all times, adhering to the Trust uniform policy.
- To participate in Team meetings and briefings when required.
- To maintain stock control of cleaning & catering materials, equipment, uniforms and other service materials.
- Responsible for signing off staff timesheets and inputting the data on to the Staff Attendance Record System
- Responsible for raising and authorising requisitions for provisions of stock from the NHS Logistics within their financial remit
- Responsible for raising orders through the NHS Procurement for the Facilities Team
- Responsible for the security and issue of keys.
- Conform to Trust Policies and Procedures ensuring compliance with Health & Safety, IPC, National Standards of Healthcare Cleanliness, Managing Food Safety and Waste Management.
- To be responsible for own Health & Safety and that of any other person within the team. Take care to ensure that activities do not put others at risk & report any service, security, IPC, H&S or other that requires escalation. Complete any relevant reports.
- Ensure that all Facilities equipment is checked and safe to use. Defects are recorded, reported and receive action.
- To take responsibility for safe use of equipment and other items, addressing or reporting any issues.
- To report to the Facilities Management Team all security breaches, adverse incidents and accidents via handover arrangements.
- To take every reasonable opportunity to maintain and improve professional knowledge and competence, ensuring that skills set and training in regard to duties and roles within own and other work areas (as applicable) are current, up to date and relevant.

The above Key Areas/tasks and general responsibilities are a summary only, and are subject to change as per needs of the service.

### **Specialist/technical requirements:**

Experience of working within a facilities portfolio and a passion for achieving high quality standards.

## **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

### **Trust Values:**

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

### **Infection Control:**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

### **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

**Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

**Diversity & Inclusion:**

The Trust is committed to providing positive and inclusive experiences for all our service users, carers and staff. As part of this, we will ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender or gender identity, race, religion or belief, sexual orientation, marital status, or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce that is reflective of the communities that we serve. All staff will undertake mandatory training in Diversity and Inclusion and must comply with requirements of the Equality Act 2010 to avoid unlawful discrimination in the provision of their duties.

**Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

**Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

**Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

**Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

**Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

**THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE:

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DATE:

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## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<p>Basic Numeracy skills</p> <p>Basic IT skills</p> <p>NVQ level 3 in Cleaning and Building Interiors or equivalent</p> <p>Food Hygiene Certificate</p>	NVQ Level 2 in Customer Services	Application form / interview / assessment
<b>Experience</b>	<p>Experience of working within an NHS Care/Hospital Environment in Domestic Services /Facilities</p> <p>Experience of training and coaching staff</p>	<p>Experience in operating cleaning and other machinery relevant to duties.</p> <p>Experience for Microsoft packages, and other trust systems including record keeping and data collection</p>	Application form / interview / assessment
<b>Knowledge and skills</b>	<p>Knowledge of the National Standards of Healthcare standards</p> <p>Ability to lead, motivate and supervise staff and demonstrate Supervisory &amp; Leadership skills</p> <p>Ability to train and coach staff</p> <p>Ability to work on own initiative and solve problems</p> <p>Ability to work independently or as part of a team.</p> <p>Ability to communicate effectively, verbally, written and on TEAMS to all levels of staff</p> <p>Ability to communicate removing any language/hearing barriers</p> <p>Ability to implement record and monitor Safe Systems of Work</p> <p>Flexible in approach and outlook</p> <p>Ability to follow instructions, training, process and procedures</p>	<p>To have an understanding of COSHH and Risk Assessments.</p> <p>Experience in auditing using a computer package</p>	Application form / interview / assessment

	<p>Ability to prioritise workload</p> <p>Commitment to completing tasks to the standards required.</p> <p>To have an understanding of COSHH and Risk Assessments, and take part in local Assessments in relation to duties.</p> <p>Ability to complete paperwork relevant to duties</p>		
<b>Other</b>	<p>Positive mind-set in respect of supporting organisational change: learning, and continuous improvement</p> <p>Effective interpersonal skills including high degree of self-awareness and self – regulation</p> <p>Take responsibility and be accountable for delivering to their agreed objectives</p> <p>Consistently professional, collaborative and compassionate in their approach</p> <p>Act to support and enable effective teamwork</p> <p>Deliver work of consistent and predictable high quality</p> <p>Emotional effort: the post holder will at times be exposed to distressing and emotional circumstances.</p> <p>Smart and tidy appearance.</p> <p>The post holder will travel to various locations within North Staffordshire on a daily basis.</p> <p>Flexible approach to working hours and shift patterns</p> <p>Adaptable, self-motivated and of a friendly approachable disposition.</p>		Application form / interview / assessment