



Role Specification

Section 1 – Job Description

1.1 Job Details	
Job Title	Facilities Manager
Business Unit/Division	Healthcare & Education - Healthcare
Location	LSCFT
Responsible to	General Manager
Salary	£36,271.38

1.2 Introduction and overall purpose of the role	
<p>We are seeking an experienced Facilities Manager, to lead a team of employees and provide a fully integrated Facilities Management (FM) service to our client at LSCFT. You will be managing our operational teams to ensure an efficient and effective service provision in line with our agreed budgets and service specifications. You must be proficient and experienced in Domestic Cleaning ideally within a healthcare environment.</p> <p>You will also be monitoring and reporting on the quality and financial performance of the services within the scope of the contract, to include innovation in service delivery. Aiming to continuously improve the service delivery to the client.</p>	

1.3 Main Duties & Responsibilities of the Role	
<ul style="list-style-type: none">Managing the delivery of services to provide consistently high levels of performance and, where required, take personal responsibility for key client relationships, contract performance, retention, and growth	
<ul style="list-style-type: none">Managing commercial areas of the contract to offer continuous development in line with market trends and developments	
<ul style="list-style-type: none">Taking ownership of the P&L for the contract to ensure that budget targets are met whilst maintaining best in class service delivery in line with agreed SLA's and KPI's	
<ul style="list-style-type: none">Managing staff throughout your contract to ensure a well-trained, highly motivated workforce, with a firm focus on staff development and succession planning	
<ul style="list-style-type: none">Working in partnership with the client to provide innovative FM solutions and the continuous improvement of services	
<ul style="list-style-type: none">Providing best practice in customer service. Attending client and service user meetings and ensuring quality and cost-effective services are delivered	
<ul style="list-style-type: none">Communicate regularly with staff through formal and informal channels on safety matters to ensure that there is a free flow of ideas, and that morale remains high.	
<ul style="list-style-type: none">To direct activities of all subordinates, ensuring that they are properly trained (with training documented) to competently carry out their duties and responsibilities as well as ensuring that they acknowledge and accept a personal responsibility for safety.	
<ul style="list-style-type: none">Ensure that work activities are properly managed and supervised and closed out timely.	
<ul style="list-style-type: none">Manage the safety performance of subordinates and take appropriate disciplinary action for any breaches in accordance with Company Procedure	



1.4	Scope of the Role
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<ul style="list-style-type: none">Geographic area of responsibility:	Lancashire & South Cumbria NHS Foundation Trust
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1.5	Health & Safety accountabilities
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<ul style="list-style-type: none">Communicate regularly with colleagues through formal and informal channels on safety matters to ensure that there is a free flow of ideas, and that morale remains high.
<ul style="list-style-type: none">Ensure that the OCS safety image is reflected positively through your actions and those of your colleagues.
<ul style="list-style-type: none">Ensure that personal H&S competence and skill level is maintained i.e., attended Managing Safety programme and other Company safety events.
<ul style="list-style-type: none">Take responsibility for ensuring that plant and equipment is maintained and fit for purpose.
<ul style="list-style-type: none">Ensure that work activities are properly managed and supervised.

1.6	Critical Performance Measures (CPMs) / Objectives
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<ul style="list-style-type: none">Development and motivation of `one best team` through documented training and development
<ul style="list-style-type: none">Delivering and exceeding customer expectations through delivery of SLA's and achievement of KPI's
<ul style="list-style-type: none">Compliance to OCS policies and procedures
<ul style="list-style-type: none">Delivery of site budgets, control of labour and consumable costs in delivering all services
<ul style="list-style-type: none">Effective communicator with can do approach
<ul style="list-style-type: none">Budgetary compliance and achievement for areas of responsibility
<ul style="list-style-type: none">Health & Safety compliance

Role Specification *(continued)*

Section 2 – Person Specification

2.1	Educational Level
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<ul style="list-style-type: none">IT Literate, MS Office/competent in the use of Excel, Power point

2.2	Professional Qualifications required for the job-(particularly for compliance purposes or technical requirements of the role)
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<ul style="list-style-type: none">NEBOSH/IOSH Certificate or willing to work towards (desirable)
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2.3 Experience –previous experience –desirable/essential for technical competence of the role

- Experience of managing a facilities management contract, with a proven background in delivering domestic cleaning within a healthcare setting - ideal
- Facilities Management experience within a healthcare environment
- Understanding of compliance in relation to Soft FM Service`s
- Excellent staff management, motivation and team building skills
- Ability to translate formal contract documentation into working specifications
- Experience in business development, retention and championing new, up to date initiatives and undertaking CSR work
- Previous budget accountability and experience of managing teams
- Understanding of contractual SLA`s and KPI`s
- CAFM/Helpdesk experience and effective completion and closure of tasks
- Mitigation of pay mech financial penalties

2.4 Personal Characteristics/Attributes

- Focused and Performance Driven
- An autonomous self-starter, self-motivated and well-disciplined
- An analytical approach to problem solving and decision making
- Customer focused with the ability to develop relationships quickly and good at networking
- Demonstrates a proactive response when dealing with customers
- Be prepared to be hands-on when needed and demonstrate a “can do” attitude

2.5	Core Skills	Rating (*)	Assessment Tool
•	Focusing on the Customer		
•	Achieving Results		
•	Problem Solving		
•	Team Working		
•	Communicating & Influencing		
•	Developing People		
•	Accounting Knowledge		

(* Ratings from 1 to 5. Where “1” indicates that the core skill is not relevant to the role and “5” indicates a core skill which is fundamental to the role

2.6	Other Details
Drivers Licence required	Yes
Flexible Working	<i>Need to be available as per business need</i>
Other	

Role Specification

Section 3 – Acceptance of role

REVISIONS:

The Company reserves the right to alter these responsibilities and you will be advised of any change through the normal method of communications.

AGREEMENT:

I confirm that I have read and agreed with the responsibilities specified within Section 1: Description of the role.



Signature

Date

(Individual Job Holder)

Signature

Date

(Line Manager)

Signature

Date

Divisional HR / Group HR Director)
(Divisional / Group HR Director)