

JOB DESCRIPTION

Job Title: Deputy Facilities Manager
Directorate: Estates and Facilities
Base: MFT Trafford Division.

ORGANISATIONAL RELATIONSHIPS

Managerially Accountable to: Deputy Head of Facilities Management

Reports to: Deputy Head of Facilities Management

Professionally Accountable to: Deputy Head of Facilities Management

Organisational Chart: Estates & Facilities Directorate Structure (extract)



Job Purpose

To assist primarily in the effective management of the Trust's Catering Service and also other Soft Facilities Services (Domestic, Porters etc) at Trafford Hospital site and other satellite sites. The Assistant Facilities Manager will maintain standards and quality at all times and encourage and develop staff to achieve their full potential. To ensure through effective monitoring arrangements that the Trust Healthcare Facilities are conducive to the delivery of high quality clinical services and patient experiences.

Main Duties and Responsibilities

1. To assist in the management of Catering and other Soft FM Services across the Trust ensuring that agreed performance standards are met.
2. To assist in the management of the Soft FM Services at satellite sites, ensuring that agreed performance standards are met.
3. Arrange training/development and Induction Programme for all Soft FM staff and assist in sessions as required.
4. Ensuring that all necessary catering staff hold the appropriate standard of food hygiene qualification and

5. Assist in the undertaking of PLACE inspections and the implementation of any resulting actions.
6. Ensure budgetary and financial controls are adhered to and the Trust Financial Procedures are followed.
7. To assist the Facilities Manager in risk management in respect of the Soft FM Services and ensure that the Trust meets the statutory obligations that arise from the provision of the those services including ensuring compliance with food hygiene and health and safety legislation.
8. To demonstrate good leadership skills with these principles being applied at all levels of staff within the Soft FM Services. The Assistant Facilities Manager must encourage all staff to reach their full potential.
9. To manage all office systems to provide an efficient service and the smooth running of the department.
10. To ensure clear objectives and targets for catering and other soft FM staff that give them guidance and motivation, identifying training needs and arranging that these are met.
11. Monitoring of all policies, procedures and quality aspects of the Soft FM Service provision.
12. Ensure that income generation schemes will be actively supported and implemented. To continually seek ways of making better use of existing resources.
13. Close liaison with all users of Soft FM Services on all aspects of service provision.
14. To regularly check that the Catering Department premises are secure and that arrangements are in place to ensure the security and correct use of Trust property.
15. Checks to ensure quality, quantity and Food Hygiene Regulations are met.
16. Ensure the efficient use of staff and resources.
17. Ensure the management of the 'food chain' throughout the catering service i.e. Food purchasing, delivery, storage, preparation, cooking and service to high quality standards with specific regard to food safety. Operate and maintain the Hazard Analysis of Critical Control Points (HACCP) system.
18. Maintain and monitor cleaning schedules to a high standard.
19. Maintain relevant records and administrative procedures in Catering Office.
20. To provide cover for the Chef Supervisor and any other Soft FM Supervisor in their absence.
21. Deputise for the Facilities Manager where appropriate.
22. To assist in the recruitment of staff within the Soft FM Services to ensure that adequate staffing levels are maintained.
23. To ensure that adequate and effective training programmes are delivered to Soft FM staff providing the services, including ensuring that all necessary catering staff hold the appropriate standard of food hygiene qualification.
24. To ensure that staff have access to appropriate equipment and materials and that equipment is adequately maintained.

25. To ensure codes of conduct are observed by staff in accordance with the Trust Personnel Policies.
26. To ensure sickness absence levels are monitored and to take any necessary action under Trust's procedures.
27. To ensure that effective systems to monitor the quality of Soft FM Service delivery are implemented and properly maintained.
28. To monitor the quality and effectiveness of services provided by external contractors and suppliers and to take action, within the provisions of the contract, to remedy and loss of quality. To check accounts tendered by external contractors and suppliers and authorise appropriate payment.
29. To assist in developing policies and procedures to control or improve operational delivery of the services.
30. Investigate complaints received in respect of the Soft FM Services and provide reports to the Facilities Manager.
31. To ensure systems are put in place to ensure the services are provided in accordance with statutory obligations, NHS mandatory standards and Trust policies and procedures including systems to assess and monitor compliance with Health and Safety at work legislation.
32. To ensure that risk management procedures are implemented in respect of the services in accordance with the Trust's and the Facilities Directorate's Risk Management Policies.
33. To investigate incidents reported to the Directorate and provide reports to the Facilities Manager.
34. To investigate and provide reports on complaints to the department in line with the Trust's Complaints Procedure.
35. To develop and maintain income generation initiatives
36. To develop and promote and professional image of Soft FM Services.
37. Responsible for the allocation and prioritising of duties for the Team.
38. Responsible for continually reviewing and implementing the training and development needs of the Team (KSF Annual review) and staff appraisals.
39. Responsible for ensuring all staff attend mandatory training.
40. Responsible for ensuring local induction is in place for all staff.
41. Attend departmental or divisional meetings which are relevant to the role.
42. To keep up to date with relevant legislation, guidance, strategies, best practice and funding opportunities and advise the Trust accordingly
43. To maintain a good understanding of available new technologies and techniques relevant to the service.
44. To be responsible for environment standards management (incorporating prevention and control of infection).

45. Undertake any other duties that may be reasonably requested of the post holder subject to the appropriate level of competency and training
46. Undertake continuous personal development through a recognised CPD process seeking opportunities to enhance skills that will support a personal development plan.

General Requirements

47. Job Description Detail

This job description is an outline of the key tasks and responsibilities of the role and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as personal development needs of the post holder.

Where particular Directorates require the post holder to focus on specific issues and / or areas of concern, this will be discussed through the performance management process

48. Appraisal

The post holder will be appraised minimum annually, by the Soft Facilities Services Manager.

49. Infection Control

Responsible for the implementation and monitoring of infection control in partnership with modern matrons and clinical directors.

50. Health and Safety

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else.

The Trusts Health and Safety Policies outline your responsibilities regarding Health and Safety at Work. The post holder must not endanger themselves or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used at all times where and whenever appropriate.

51. Security

Monitor and ensure compliance with NHS Security Management Standards, Standards for Better Healthcare and NHSLA for Security. The post holder has a responsibility to ensure the preservation of NHS property and resources.

52. Equal Opportunities

The Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.

53. Smoking Control Policy

Staff are prohibited from smoking on Trust premises in line with the Trust Smoking Control Policy. Persistent contravention of this policy may be viewed as a disciplinary matter.

54. Accidents and Incidents

All accidents and incidents must be reported to your senior manager and documented as per Trust Policy, including the reporting of potential hazards.

55. Confidentiality

The post holder is required to maintain confidentiality at all times and in all aspects of their work.

56. Team Briefing

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing. It is expected that all employees will attend the monthly briefing sessions.

PERSON SPECIFICATION

Post: Assistant Facilities Manager, Trafford Division; Estates and Facilities Directorate

Requirements	Essential	Desirable	Method of Assessment
Qualifications <ul style="list-style-type: none"> Holding, studying for, or willing to study for a diploma level qualification in Business or Hotel Services management. Holding a recognised Food Hygiene certificate. Holding, studying for, or willing to study for the advanced Food Hygiene certificate 	<ul style="list-style-type: none"> • • 		Certificates
Knowledge and Experience <ul style="list-style-type: none"> Operational and quality assurance techniques in catering, domestic and portering services Human resource management procedures Contract administration procedures Health and safety legislation as it applies to the delivery of Support Services Electronic spreadsheets, word processing applications and e-mail 	<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • 	Application form and Interview
Skills and Abilities <ul style="list-style-type: none"> Written and verbal communication Problem solving Effective negotiating Setting and achieving operational objectives 	<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • 	Application form and Interview
Experience of: <ul style="list-style-type: none"> Management of catering, domestic and portering services Management of support services in the National Health Service Management of directly employed staff Use of electronic spreadsheets, word processing applications and e-mail Application of risk management techniques to the operation of support services 	<ul style="list-style-type: none"> • • 	<ul style="list-style-type: none"> • • • 	Application form and Interview
Personal Attributes <ul style="list-style-type: none"> Self motivated and receptive to change Good communicator and confident with people Ability to motivate staff 	<ul style="list-style-type: none"> • • • 		Application form and Interview

Requirements	Essential	Desirable	Method of Assessment
<ul style="list-style-type: none"> • Enthusiasm for the role • Car User 	<ul style="list-style-type: none"> • • 		