

Job description and Person Specification – Non Clinical Roles (excluding Admin bands 1-5)

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have any concerns about a health condition or disability that you have please read this Job Description and Person Specification carefully to ensure that you would not be putting yourself at risk.

We offer an extensive staff benefits package, including childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	Facilities Services Manager
Band:	7
Hours of work:	37.5
Location:	Facilities Services
To whom responsible:	Head of Facilities Services

Job summary:

The Facilities Services Manager will be responsible for overseeing the successful delivery of a range of in-house and contracted out services including, cleaning, patient catering, housekeeping, deep clean and equipment decontamination programme along with linen and laundry services.

You will need work with all colleagues within and external to CEFM to ensure successful delivery of these services within budget.

This role will form part of the senior management team within Facilities Services.

To manage and be the subject matter expert (SME) for all aspects of in house and contracted services within the post holder's portfolio.

To be the liaison point between Clinical teams and CEFM on issues relating services in the post holder's portfolio

Responsible as the SME for working with Procurement colleagues and others to procure contracted services with the post holder's portfolio, ensuring a legally compliant route to market.

To provide advice to colleagues within CEFM and the wider Trust on services within the post holder's portfolio.

You will form part of a multi-disciplinary team, and will take the lead in overseeing the provision of the services of a range of contractors. The Facilities Services team members will have both group and individual responsibility for defined aspects of the service, contributing to the delivery of the Trust's overall objectives.

Oversight of the delivery of the complete Soft FM contract and support of delivery of the service. This includes the Trust Deep Clean and Equipment Decontamination Programme.

You will work in conjunction with senior clinical service managers and support services contractors to plan and execute efficient and effective cleaning and catering across the Trust

To implement, provide specialist knowledge and monitor the Trust's full cleaning service, reviewing the service with advice from the infection control team, ensuring accurate documentation is kept.

Ensuring that the service reflects the current and forecast clinical priorities in a manner that delivers a cost effective and safe environment for patients care.

	<p>You will be required to negotiate and influence on behalf of the Trust to ensure the range of service providers adapt to changing deadlines, priorities and guidance.</p> <p>You will be required to make judgements and provide recommendations to senior management involving complex facts or situations, which will require analysis, interpretation and comparison of a range of options. This would include, but not be restricted to, HTMs covering operational delivery, financial analysis on variation of contract and contract values, balancing staffing levels and demands on the service. You will take into account all relevant legislation.</p>
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Key duties and responsibilities:

Cleaning, Patient Catering, Linen and Laundry Services

- Accountable for the operational management of Cleaning, Patient Catering, Linen, Laundry and Sewing Room Services provided in house and by contractors.
- Drive and lead performance improvements within Facilities Services
- Responsible for managing the performance of all contractors providing services within post holder's remit
- Authorising payments for contracted services c£15 million p.a.
- Responsible for ensuring all appropriate recharges are made
- Authorise any variations to the contract and ensure these are made in accordance with contract management best practice and ensuring the Trust obtains value for money
- Chair monthly meetings with Service Provider management teams and review and manage performance in line with SLAs and KPIs
- Accountable for the reporting of KPIs on a monthly basis ensuring financial penalties are applied in line with the relevant contract
- Support the leadership of the Trust's Quality Audit Officers
- Ensure the completion of follow up actions of Quality Audit and Quality Monitoring audits and spot checks
- Responsible for *ad hoc* site inspections
- Attendance at *ad hoc* meetings as required (for instance with senior clinical colleagues and specialists e.g. infection control)
- Accountable for ensuring all complaints are investigated and appropriate responses provided
- Accountable for responding to FOI requests and ensuring accurate information is provided
- Accountable for budget management of contracts within post holder's remit and ensuring accurate reporting on a monthly basis
- Analyse and act on survey results and feedback where applicable
- Responsible for collation and accurate reporting of ERIC data
- Chair monthly meetings with senior clinical staff regarding performance of the contractor with respect to cleaning and catering
- Responsible for ensuring all relevant internal and external communications are up to date on appropriate platforms

Project Management

- Participate in any tender exercises as the SME within the post holder's portfolio and offer support and knowledge to colleagues and other areas within the Division
- Work closely with Procurement colleagues and others when tendering for contracted services, ensuring an appropriate and legally compliant route to market
- Act as the project lead as appropriate on projects within Hotel Services
- Be the main point of contact for all queries relating to relevant projects, both within the Trust and with CUH Partner organisations
- Prepare project timelines and ensure the project remains on track, escalating deviation from the plan as appropriate
- Develop communications with various stakeholders within the Trust to ensure transparency

on project objectives

- Accountable for all follow up actions for relevant projects
- Take ownership for the development of all documentation relating to relevant projects

Staff and HR

- To cover the Management responsibilities in the absence of Support Services Managers
- Accountable for ensuring all staff undergo appraisal and mandatory training
- Responsible for the recruitment of staff in the post holder's remit
- Assist other managers in CEFM at recruitment events and in the recruitment of other support staff
- Assist other managers in wider Estates team in staff investigations relating to disciplinary matters
- Accountable for ensuring that all HR Policies and Procedures are followed
- To ensure that staff are fully involved in any change process by effective and timely communication of appropriate information

Health and Safety

- Responsible for ensuring all risks relating to post holders portfolio are reviewed/amended and recorded on the relevant risk registers
- Responsible for the investigation and remedial action of any incident relating to post holder's portfolio

Finance

- Accountable for all budgets within post holder's remit c£16.8 million p.a.
- Support oversight of Facilities Services budget lines and offer advice to colleagues as appropriate
- Responsible for ensuring all call off orders are placed for all services in post holder's remit
- Work closely with Procurement colleagues and others when tendering for contracted services, c £82.5m, ensuring an appropriate and legally compliant route to market

General

- Establish a method of challenging and comparing contract performance against other public and private sector organisations to intelligently demonstrate good value for money.
- Be up to date with general technological developments and legislation and best practice on matters that may affect or be beneficial to the fields of operation for all services in post holder's remit.
- To continually review and assess the services within areas of responsibility for the delivery of the services and to implement any changes necessary to provide a more integrated and improved service
- Ability to be hands-on in all areas of management if required at a moment's notice
- Attend meetings as deemed reasonable in line within roles and responsibilities.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received an annual update on infection prevention and control issues including hand hygiene. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and updates, this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Post Title: Facilities Services Manager

Band: 7

Department: Hotel Services

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	<ul style="list-style-type: none"> • First degree or equivalent professional qualification or experience • Recognised management/contract management qualification or equivalent management experience in a complex setting • PRINCE 2 Foundation and Practitioner or equivalent 	A/I	<ul style="list-style-type: none"> • NVQ Level 4 Facilities Management 	A/I

2 Experience	<ul style="list-style-type: none"> • Experience of working within a fast paced Soft FM environment • Success in working collaboratively across professions and services • Able to work on own initiative • Experience of contract monitoring and/or management • Experience of implementing new systems and processes • Experience of project management • Demonstrable success in working collaboratively across professions and services within a Soft FM setting • Experience of amending and developing policies and procedures • Experience of producing reports for a range of audiences, including senior management, and presenting complex information in an appropriate manner • Analysis and utilisation of complex information • Experience of budget management and financial reconciliation 	A/I	<ul style="list-style-type: none"> • Experience of working in a complex health setting 	A/I
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3 Knowledge	<ul style="list-style-type: none"> • Demonstrable, detailed knowledge of operational processes with respect to cleaning, catering, linen and laundry provision within a large and complex NHS organisation, and the interaction of these services with clinical and operational services • Comprehensive knowledge of Soft services facilities management issues and relevant legislation and standards • Stakeholder management and the importance of partnership working with a wide range of stakeholders • Comprehensive understanding of contract management metrics and KPIs • Knowledge of public procurement processes 	A/I	<ul style="list-style-type: none"> • Knowledge of HR policies and procedures in relation to recruitment, appraisal and performance management 	A/I
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4 Skills	<ul style="list-style-type: none"> • Good negotiating and communication skills with customer, contractor and outside agencies • Ability to prioritise work, meet tight deadlines and work independently • Evidence of the ability to deliver training • Excellent time management • Excellent communication skills, including interpersonal skills, liaison and negotiation skills, writing and presentation skills • Budget and resource management • Developing and implementing policies, guidelines and projects from initiation to completion • Computer literate • Ability to prioritise work, meet tight deadlines and work independently • Positive and effective team worker • Effective self-management 	A/I		
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5 Additional Requirements	The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>safe, kind, excellent.</i>	A/I	<ul style="list-style-type: none"> Understanding of the integration of good Facilities management into clinical care 	A/I
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Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit: <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk