

JOB DESCRIPTION

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| JOB TITLE: | Facilities Co-ordinator |
| PAY BAND: | Band 5 |
| LOCATION: | Estates and Facilities Hub, Wareham. |
| ACCOUNTABLE TO: | Deputy Director of Estates and Facilities |
| LINE MANAGER: | Head Facilities |
| KEY RELATIONSHIPS: | Facilities Team – Trust wide Estates Department Head of Fleet and Sustainability Energy Manager H & S advisors, Fire Safety Advisors, Capital Department IT Department Procurement Estates Service Desk Property Management Team All colleagues throughout the Trust |
| HOURS OF WORK: | This is a full-time post working 37.5 hours per week, working flexibly to meet the needs of the service. |
| JOB SUMMARY | <p>To support the Facilities Leadership Team in the delivery of a comprehensive and effective Facilities service across Dorset HealthCare Sites.</p> <p>To manage and coordinate a range of Trust wide Facilities compliance documents and processes - e.g. Fire Risk Assessments, H&S, audits on behalf of all Facilities team across the Trust, utilising data collection and electronic systems of file and folder management.</p> <p>Collate the data provided by Facilities managers and produce reports to demonstrate compliance with statutory legislation, NHS Guidance and recognised safe practice.</p> <p>To assist the Head of Fleet and Sustainability and the facilities leadership team with waste and energy management enquiries and provide administrative support as required.</p> <p>To ensure facilities risk assessments and facilities policies are kept updated by policy owners and highlight to the Head of Facilities when reviews are due.</p> |

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

1. ADMINISTRATIVE RESPONSIBILITIES

- 1.1 Working with the Facilities Management team and Head of Fleet and Sustainability, collate data provided from the Facilities Managers and Facilities Area Managers and produce reports to demonstrate performance and compliance in relation to facilities key performance indicators.
- 1.2 When data is provided from the facilities management team, ensure any early concerns are highlighted to the Head of Facilities. This includes any areas of non-compliance of when reports are not provided by agreed deadlines.
- 1.3 Responsible for managing and developing the Trust WARPIT system.
- 1.4 Assist and support the Senior Facilities Management Team, to include minute taking, co-ordinating diaries, full meeting management and act as point of contact for Facilities management services.
- 1.5 To maintain, monitor and develop the electronic compliance process on behalf of the Facilities Team to include:

Development and management of a shared drive system of file documentation for Trust, mandatory and statutory actions – e.g. Fire Risk Assessments (FRA's), Health and Safety management, WASH, record keeping, training records, etc.
- 1.6 To support with the data collection and entering data on the national databases for annual ERIC/PLACE and PAM collections, greener NHS data collections and returns.
- 1.7 To support the Facilities teams in respect of the above, including monitoring and progressing delivery against action plans, providing training, professional guidance and support as required and which may require travel to site to attend necessary review meetings.
- 1.8 To be the initial point of contact for the receipt of compliance documents, log these via the relevant folder and file and then forward onto the appropriate manager for action.
- 1.9 To support teams with any site related Capital, minor work schemes and Project Management initiatives, sustainability and energy projects including to produce, monitor and administration of any related spreadsheets, GANTT sheets and databases.
- 1.10 To support the Facilities management team with regular review of service asset databases to record and validate any amendments and to collate an annual list of equipment replacements.
- 1.11 To support the Facilities team with till management – reports, trends and annual review of tariff increases ensuring these are managed via the till system.
- 1.12 To support the Facilities team with regular review of standardised hospitality charges and restaurant tariffs.
- 1.13 Support in identifying when systems and procedures need updating in line with changes within the services or within the NHS. Inform the line manager of suggestions for improvement and assist with roll out.
- 1.14 In conjunction with the site Facilities Managers (FM'S) ensure that the cleaning standards are delivered in line with the Cleaning Standards audit system and the agreed frequencies of auditing and reporting, including changes to the database when room changes occur.

- 1.15 To support the Facilities Management team with any changes to 1.14 requiring a change to hours of service via the DOM Time software.
- 1.16 In conjunction with Facilities Admin Support manage the Catering Menu Database (Saffron)
- 1.17 Provide support to the broader FM Team on the monthly completion of Eroster providing training and guidance?
- 1.18 To be aware of the Trust Guidance for Responding to Complaints, and the Trust Information Governance Policies and Procedures.
- 1.19 To provide administrative cover within the Directorate as required based upon service need, aligned to the main roles and responsibilities within the Job Description.

2. **COMMUNICATION RESPONSIBILITIES**

- 2.1 Ensure that both written and verbal communication is of a high standard, ensuring that all correspondence is completed to the requirements of Dorset HealthCare.
- 2.2 Where necessary organise and attend such meetings as required to provide professional guidance, training or support to Facilities teams to ensure support is in place to deliver against action plans.
- 2.3 Liaise appropriately with the Facilities department and also Estates, GP Practices, Community Teams including specialist services, local Trusts and others providing timely, effective responses to all enquiries.
- 2.4 Resolving customer queries as needed – patients, clinicians, GPs, Practice staff, ICS or Trust staff.
- 2.5 Liaise with contractors on the supplying of equipment and arranging site visits for contractors.
- 2.6 Identifying, investigating, and solving face to face and telephone complaints, where possible, making suggestions to prevent occurrences, informing management of suggestions for improvements and working together to implement changes.
- 2.7 To establish excellent communication with internal colleagues and the wider community and promote partnership working with colleagues at all levels.
- 2.8 Maintaining and updating pages on staff intranet (DORIS).

3 RESPONSIBILITY FOR PLANNING AND ORGANISING

- 3.1** Ensuring that staff manage their time effectively, enabling the service to run smoothly and efficiently, ensuring that the team prioritise their workload to ensure that duties are completed in order of priority, including email and diary management.

4. RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

- 4.1** To line manage the facilities administrator.
- 4.2** Support an environment in which good practice development is fostered, evaluated and disseminated within the teams and the wider organisation as appropriate.
- 4.3** To undertake local induction/training of new staff on the respective compliance processes as and when required.
- 4.4** To attend and complete mandatory training and any other training updates as deemed necessary by the Line Manager, including e-learning and training as identified in the annual appraisal.
- 4.5** Promote and demonstrate effective team working.

5 RESPONSIBILITY FOR FINANCE / RESOURCES

- 5.1** To be responsible for ensuring existing equipment within the service area is maintained and fit for purpose.
- 5.2** To have delegated scheme of authority level £1000
- 5.3** To deal with procurement (single tender waivers, purchase orders, receipting of invoices) and ensure office equipment and supplies are ordered appropriately with the authorisation of the line manager. Responsible for checking waste management backing data is correct and advising Fleet and Sustainability Manager of any errors requiring follow up.

6. POLICY & SERVICE DEVELOPMENT

- 6.1** To comply with Trust policies and legal requirements pertaining to both patients and staff.
Assist in reviewing facilities policies and operational procedures
- 6.2** Assist the line manager with service developments.
- 6.3** In conjunction with the Line Manager, ensure all staff undertake personal development reviews and have agreed objectives that reflect the needs of the Service as it develops.
- 6.4** Work with the line manager to ensure that suitable, efficient administrative processes and documentation systems are in place.
- 6.5** In conjunction with the line manager and Trust policies and Procedures to maintain Information Governance requirements.
- 6.6** To ensure that good practice is rapidly shared within the service area and wider organisation where appropriate, with support from the Head of Facilities.
- 6.7** Designs and produces booklets, posters and leaflets when required

7 RESPONSIBILITY FOR INFORMATION / DATA

- 7.1 To develop a thorough understanding of the computer systems required to provide support to the Facilities teams – e.g. MICAD Audit, Dom Time, Dataweigh, TEAMSIGMA, Warp-it and waste portals ensuring these are utilised by the Services.
- 7.2 To support the Senior Facilities Manager with the annual ERIC collation exercise and ongoing data collection.
- 7.3 To be responsible for the return of quality audit/reports, ensuring learning is shared and actions taken.
Collate monitoring results on a quarterly, monthly or annual basis for;
 - National cleanliness standards
 - Staff survey
 - Board reports and Executive reports
 - Waste reports and Executive reports
 - Facilities Management reports
 - PLACE (Patient Led Assessments of the Care Environment)
 - Trust waste producer documentation

8. RESPONSIBILITY FOR HEALTH, SAFETY AND SECURITY

- 8.1 Monitor and maintain health, safety and security of self and others ensuring all staff understand Trust Policies and Procedures and that Ulysses reporting procedures are followed.
- 8.2 To populate the risk register as required for the Services, working in conjunction with the line manager ensuring that any risks identified during own period of duty are added to the register and appropriate actions are instituted in order to address the risk.
- 8.3 To report and log maintenance requests to the Estates Department, using the Trust's Micad web based system.
- 8.4 To carry out risk assessments in conjunction with the line manager, and complete Ulysses Reports.

9 WORKING CONDITIONS

- 9.1 Frequent traveling between Service sites, which may be at short notice.
- 9.2 Frequent use of display screen equipment.
- 9.3 Frequent requirement for sitting in an office-based environment.
- 9.4 Covering Services, based on the needs of the service.
- 9.5 Work pattern may be un-predictable in nature, and interrupted to deal with queries, and staff issues.
- 9.6 To work independently, using own initiative with frequent interruptions.

PERSON SPECIFICATION

| 1. KNOWLEDGE, SKILLS AND TRAINING | | ESSENTIAL | DESIRABLE |
|--|--|------------------|------------------|
| 1.1 | Training or significant experience in a relevant role (e.g. FM, Project or Business Management) to degree level. | Yes | |
| 1.2 | Knowledge and understanding of statutory legislation, NHS Guidance and recognised safe practice. | | Yes |
| 1.3 | Excellent interpersonal and oral communication skills including influencing | Yes | |
| 1.4 | Experience of facilitating and managing change | Yes | |
| 1.5 | Resolution to persist and sensitivity to maintain engagement when dealing with conflict | Yes | |
| 1.6 | Experience of electronic database management and ability to competently create folders and files, spreadsheets, GANTT charts and project management tools. | Yes | |
| 1.7 | Ability to develop and implement service proposals, policies and procedures through performance management | | Yes |
| 1.8 | Ability to plan and deliver services in liaison with service users and providers. | Yes | |
| 1.9 | Ability to interpret data and information | Yes | |
| 1.10 | Experience of budget management and purchasing | | Yes |
| 1.11 | Negotiating and communication skills both verbal and written | Yes | |
| 2. JOB SPECIFIC EXPERIENCE | | | |
| 2.1 | Extensive recent experience within a comparable role. | Yes | |
| 2.2 | Extensive experience of working with senior level and managerial staff | | Yes |
| 2.3 | Extensive experience of managing confidential issues and matters | Yes | |
| 2.4 | Ability to deal sensitively with staff and patients in person and on the telephone, providing non-clinical advice | Yes | |
| 2.5 | Experience of working within a customer focused environment | Yes | |
| 2.6 | Strong working knowledge of a wide range of facilities and administrative procedures. | Yes | |
| 2.7 | Previous line management experience | | Yes |
| 2.8 | Evidence of effective risk management skills | Yes | |
| 2.9 | Able to demonstrate innovation and effective use of resources | Yes | |

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| 2.10 | Evidence of and ability to actively research for the potential to improve quality and customer care, seeking new ideas and methods to improve service delivery. | Yes | |
| 2.11 | Evidence of involvement in policy and practice change | | Yes |
| 2.12 | Practical experience of facilitating and managing change | Yes | |
| 2.13 | Ability to prioritise effectively | Yes | |
| 2.14 | Ability to use own initiative, but seek advice when required | Yes | |
| 2.15 | Meeting skills – ability to take minute | Yes | |
| 2.16 | Good communication skills, both verbal and written | Yes | |
| 2.17 | Demonstrated ability to analyse situations and provide feasible resolutions | | Yes |
| 3. MANAGERIAL/SUPERVISORY EXPERIENCE | | | |
| 3.1 | Previous people management experience | Yes | |
| 3.2 | Experience of recruitment and selection | | Yes |
| 3.3 | Performance management skills | | Yes |
| 4. FINANCE/RESOURCES | | | |
| 4.1 | Able to promote the best use of available resources in the pursuit of quality service provision ensuring a safe environment | Yes | |
| 4.2 | Experience of budget management. | | Yes |
| 5. INFORMATION TECHNOLOGY/RESOURCES | | | |
| 5.1 | Confident in the use of computer systems, spread sheets, databases, data collection and coordination, word processing and report writing. | Yes | |
| 5.2 | Experience of developing surveys/audits to improve service delivery. | | Yes |
| 6. PERSONAL QUALITIES/ATTRIBUTES | | | |
| 6.1 | Able to communicate effectively at different levels of an organisation in both verbal and written form, for example with staff, patients, visitors or external organisations in the exchange of very highly, sensitive or contentious information, which will require the use of negotiating and/or persuasive skills. | Yes | |

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| 6.2 | Able to overcome barriers to understanding where there are physical or mental disabilities. | Yes | |
| 6.3 | Able to work independently within sphere of authority | Yes | |
| 6.4 | Evidence of skills in diplomacy, negotiation and influencing | Yes | |
| 6.5 | Inquisitive and eager to learn, asks questions and responds positively to change in practice/ procedure. Seeks ways to improve self and others. | Yes | |
| 6.6 | Ability to adapt to a changing environment and changing priorities | Yes | |
| 6.7 | Experience of planning and organising activities such as organising own time, planning rotas, coordination of projects with other agencies and planning for sudden, unforeseen circumstances. | Yes | |
| 7. BUSINESS TRAVEL | | | |
| 7.1 | Subject to the provisions of the Disability Discrimination Act, able to travel using own vehicle on Trust business. | Level 2* | |
| 8. ADDITIONAL REQUIREMENTS | | | |
| 8.1 | Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively. | Yes | |

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.
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Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably made by public transport.

Organisational Chart

