

Soft Facilities Manager

Department	Health and Community Services	
Division	Health Modernisation	
Reports to	Head of Non-Clinical Support Services	
JE Ref:	HCS565	
Grade:	CS13	JE Date: 20/04/2020

Job purpose

To develop, implement and manage the strategic direction and delivery of efficient facilities services for Health and Community Services, including catering, porters, sterile services, housekeeping, laundry, logistics and procurement of supplies to ensure that patients, staff and the general public receive high-quality services in a safe environment within allocated resources.

To provide professional leadership and develop policy for facilities compliance with relevant legislation, standards and protocols.

Job specific outcomes

1. Provides technical leadership within Health and Community Services to ensure that environments are fit for purpose and maintained to agreed standards to enable the provision of effective and efficient health and care and its support services.
2. Develops, implements and monitors standards applicable to all areas of facilities management activity within Health and Community Services to ensure that facilities services and equipment are compliant with statutory and mandatory regulations, and organisational policies.
3. Maintains up-to-date specialist knowledge of developing trends associated with facilities in other jurisdictions in order to advise on applicability of opportunity through the evaluation of cost, benefits and impact.
4. Acts as the subject matter expert for soft facilities in order to provide technical advice and support to senior stakeholders, including but not limited to senior managers across the department and external organisations, contractors and consultants.
5. Leads, develops and implements plans for facilities activity, including improving quality and efficiency of services to ensure that resources are utilised in an effective manner.
6. Manages the facilities services and staff budgets, monitors and reports on performance against allocated finances to ensure that staff are deployed effectively to undertake soft facilities work.

7. Leads in the production and development of cost-efficiency programmes for facilities services in order to balance effective service delivery with the evolving demands and needs of Health and Community Services.
8. Develops policies, implements solutions to improve systems, services and incident procedures across Health and Community Services sites.
9. Coordinates recruitment and manages staff training needs in order to develop a highly motivated and appropriately skilled facilities workforce.
10. Leads negotiations with suppliers for services and supplies, including contracts and stock to secure value-for-money for Health and Community Services.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level in facilities management, surveying, engineering or related subject, or demonstrate such a level of equivalent qualifications and experience</p>	<p>Membership of a relevant professional body</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent understanding of the delivery of soft facilities management services within the health and care sector.</p> <p>Knowledge of business planning at both strategic and operational levels</p> <p>Knowledge of health and safety legislation in relation to soft facilities management</p>	<p>Knowledge of States of Jersey financial processes and experience of managing budgets.</p> <p>Legionella risk assessment</p> <p>Environmental and waste management</p> <p>Experience in workplace design and reviews, including space utilisation analysis</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Numerical skills and the ability to produce accurate management information</p> <p>Excellent project management and planning skills.</p> <p>Contract and financial management and reporting skills.</p> <p>Ability to manage performance and adequately assess and manage risk.</p> <p>Knowledge of software packages such as Microsoft Office.</p> <p>Must have an eye for detail, the ability to</p>	

	<p>problem solve, to process work with accuracy and prioritise tasks.</p> <p>A full driving licence for travel to and from sites.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent oral communication to liaise with, persuade and influence senior stakeholders and those at all levels</p> <p>Diplomatic and ability to handle and control difficult situations.</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations, which may include succinct summaries of highly complex situations.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Recent and relevant management/ supervisory experience in delivering soft facilities management services and managing teams of staff working in soft facilities services.</p> <p>Experience of contract negotiation, management and administration</p> <p>Experience in preparing options appraisals and business cases for proposed estates works.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.