Job Description

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| Job title: | Hard Services Facilities Manager |
| Department: | Central Facilities |
| Location: | Southeast area |
| Reporting to:  (job title only) | Head of Facilities |
| Direct reports:  (job title only) | Assistant Facilities Manager |
| Job purpose: | To support the central facilities department and take on an integral role within estates. Providing daily responsibility and subject matter expertise for core hard FM provisions with focus on building maintenance and equipment compliance across the vita health group property portfolio. Supporting and leading facilities related projects across a growing portfolio. Creating, implementing and reviewing operational policies, processes, and procedures to deliver nationally. |
| Role and Responsibilities: | **Management**   * To provide clear reporting of Hard FM estates compliance for the Facilities, Health and Safety Governance, Quality & Risk Group (FHSIPC GQRG Group) * Take on an active role within the quality group meetings and chair meetings when required. * To support the Head of Facilities with senior leadership planning and development of the department through senior leadership meetings. * To deputise in the absence of the Head of Facilities. * Update and manage Risk register with applicable Hard FM related risks.   **Operational Management**   * Work closely with the Health and Safety Officer and Soft services facilities manager, ensuring H&S compliance is being met across the VHG estates portfolio. * To ensure there are robust facilities/H&S plans and procedures onsite using operational manuals for equipment, whilst working closely with the Health & Safety officer. * Follow up and investigate Hard FM facilities related incidents using our internal reporting system using root cause analysis and implementing corrective actions. * Ensure we meet all the applicable Health and Safety legislation and subsequent regulations in relation to Hard FM including all electrical systems, public health services, lifts, Fire protection. * Manage maintenance of medical equipment in our sites using our preferred suppliers. * Assess and organise PPM needs for the organisation and implement appropriate scheduling for existing contracts. * Day to day management of our building maintenance requests authorising small works. * Monitoring of reactive and PPM tasks carried out by contractors with implementation of KPI’s * Manage contractors with out of hours works when required. * Manage and review existing Hard FM facilities contracts. * Ability to procure new hard FM contracts for more of total FM solution when the growth of the company allows. * Lead on contractor management including implementation of site inductions and RAM’s reviews. * Carry out site inspections and annual audits on existing and new premises working closely with H&S officer and Soft services FM. * Ensure maintenance and building fabric audits are carried out regularly with support from facilities coordinator. * Liaise with service leads from different areas of the business for higher ticket maintenance and repairs outside of regular PPM’s. * Manage assets and implements life cycles where appropriate. * Monitor the facilities team inbox and ensure responses to appropriate queries and request are met and logged as an actionable task. With the aim of providing local and nationwide support to all Hard FM related enquiries * Assist in controlling and tracking financial budgets for the department keeping control of costs for each site for reporting purposes.   **Project Management**   * Support in the provision of new premises required for new projects. * Prepare project plans and timelines and lead on fitout/building improvement tasks. * Obtain and manage detailed costs for fitout projects. * Support on site moves and closures.   **On-going developments**  Vita Health will continue to grow and develop which in turn requires post holders to be fluid and adapt where necessary. The functions and responsibilities above should not therefore be regarded as permanent but may change as appropriate to the grading of the post. Any major changes will of course involve discussion and consultation with the post holder.  **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | N/A |
| Additional information: | * Ability to travel to sites across the UK * Ability to drive, access to transportation * Ability to work remotely when necessary * Ability to work unsociable hours when required * Comply with all organisational policies and procedures |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Appropriate Health and Safety qualification and ability to demonstrate a good level of understanding from a building compliance perspective. | * Facilities management qualification and/or maintenance experience |
| **Experience** | * Demonstrate management experience. * Experience of looking after premises in a multisite environment with focus on Hard FM functionality. * Financial management and budget control * Managing small-medium projects | * HVAC system knowledge * Working in Healthcare related sector |
| **Skills/knowledge** | * Demonstrate excellent IT skills. * Ability to multitask and prioritise work. * Team player * Excellent communication skills * Excellent negotiating skills * Excellent eye for detail * Building compliance regulations * Hard FM functions * Facilities management best practice * Experience of using CAFM software or other PPM platforms |  |
| **Specialist training** |  | * First aider * Fire Marshal |
| **Personal competencies and qualities** | * Patience and resilience * Adaptive to change. * Ability to make judgement calls at critical times. * Driving licence and access to transport |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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