

Estates & Facilities Manager

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| Job title: | Estates & Facilities Manager |
| Department: | NHS Mental Health |
| Location: | Kent & Medway (frequent travel required). |
| Reporting to: (job title only) | Business Manager |
| Direct reports: (job title only) | Support Services Co-ordinator |
| Accountable to: (where applicable) | Service Lead – Kent & Medway |
| Job purpose: | Reporting to the Business Manager you will be responsible for building strong working relationships with operational teams to ensure that the estates’ facilities management and health and safety compliance is achieved across all Vita Health Group venues in Kent & Medway. This includes both clinical and non-clinical office settings for service delivery. The role will require coordination of all contactor/sub-contractor activities to achieve statutory hard FM compliance. The post holder will also be required to conduct risk assessments and take a local lead on infection prevention control in line with sector guidance and best practices. |
| Role and Responsibilities: | * Priority of the role will be to ensure business continuity and to minimise service disruption resulting from the estates and facilities. * Ensuring that the Business Manager and Service Lead, as appropriate, remain updated on projects and incidents relating to the estate. * Build relationships with colleagues across the business to ensure best practices are achieved and to support local business development. |

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|  | * Ensure that premises used by VHG colleagues are fit for purpose with attention to fire, electrical, and water management to ensure the environment remains safe and compliant. * Management of relationships with key stakeholders and suppliers; keeping track of sub-contractor relationships, ensuring servicing and maintenance takes place on time, to the correct specification, and within budget. * Liaise with cleaning contractors to ensure audit outcomes are shared and that sites remain clean and suitable for service delivery. * Manage the Kent & Medway Facilities inbox and respond to queries in a timely fashion. * Manage and organise the electronic files and record-keeping relating to the estate, facilities, and health and safety of the Kent & Medway contract. * Manage and instruct the preventative planned maintenance schedules including reactive maintenance. * Carry out site inspections and auditing across the estates including health and safety, cleaning standards, infection prevention control, and office consumable checking. * Be responsible for creating and managing local risk assessments including building H&S, COSHH, specific tasks/activities, new or expectant mother, and first aid risk assessments. * Instruct and oversee all commissioned risk assessments including fire risk assessments and any other surveys as appropriate. * Coordinate and oversee local stock replenishments to ensure continuity of service and to minimise service disruptions to our patients. * Assist with local onboarding including site inductions, supporting ID badge generation, and overseeing all security and access elements. * To support the business with local document control. * To be responsible for premises operations including office layouts and moves where required. * Work with IT departments to support the IT infrastructure including broadband services and printers. * Ensure that building signage remains appropriate and that noticeboards are updated as required. * Manage costs, invoicing and purchase orders including spend authorisation via Business Manager and/or Service Lead. * Support business continuity and disaster recovery execution and planning. * Act as a local incident manager relating to the estates and facilities within Kent & Medway. * To oversee the estates workstation and treatment room resource including management of the rotas. |

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|  | * To work with central services, including central facilities and health and safety, on quality assurance and best practices across the estate. * Carry out other reasonable ad hoc duties to support the business.   **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. |
| Additional information: | Comply with all organisational policies and procedures |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Appropriate Health and Safety qualification with the ability to demonstrate a sound understanding of Health & Safety compliance within a business environment | IOSH/NEBOSH qualification  First aid trained  Fire warden trained |
| **Experience** | Facilities management experience including PPM oversight  Office environment experience.  Conducting risk assessments.  Stakeholder management  Report writing and excellent  verbal communication  Hard and Soft estates  management | Experience in the health care sector  Auditing/site inspection experience  Display Screen Equipment adjustment experience  BCP/DR experience  Invoicing/finance experience |
| **Skills/Knowledge** | Competence with MS Office software including Outlook, Excel and Teams  Team player  Ability to multi-task and prioritise workload |  |
| **Specialist Training** | Competent dealing with external suppliers and contractors |  |
| **Personal competencies and qualities** | Full UK Driving License with access to transport  Patience and resilience  Adaptive to change  Strong communicator  Commitment to continuous improvement |  |

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|  | Ability to make sound judgement calls around H&S where risk has been identified  Commitment to supporting and facilitating diversity and inclusion |  |

**Version Control**

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Natalie Huggens | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 10/01/2024 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 |  | Job description created for Kent & Medway service provision |
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