Job Description

Job Title: Facilities Manager

Responsible to: Associate Director of Facilities and Estates

Direct Reports: Maintenance, Catering, Housekeeping and Ground Maintenance Teams

Job Purpose:

As a member of the Facilities and Estates team, lead day-to-day facilities management at the hospice, covering buildings, grounds, gardens and infrastructure. Manage maintenance, housekeeping and catering teams and specialist contractors, supporting safe, clean, compliant and welcoming environments for children, families, colleagues and volunteers. Maintain local controls and evidence for applicable statutory and CQC requirements, using relevant SFG20, HTM and HBN guidance and healthcare cleaning and catering standards proportionately. Manage planned and reactive maintenance and support approved site capital projects.

Take responsibility for local implementation of the health and safety framework set by the Associate Director of Facilities and Estates (AD). Operational leaders retain responsibility for risks in their services, with competent specialist advice and technical appointments arranged through the AD. Undertake any formal technical appointment only where designated, trained and assessed as competent.

Main Duties:

- Manage site maintenance, housekeeping, catering and grounds services, including staff, contractors, building fabric, mechanical and electrical systems. Maintain clear service standards, cover arrangements and delegated responsibilities.
- Management of the compliance with all HR processes and procedures for all teams
- Perform regular scheduled building inspections and walkarounds, determine which issues need to be addressed and the plan for addressing them.
- Responsible for ensuring that the hospice has all the appropriate fixtures/fittings in place and that they are maintained to a suitable standard.
- To direct, instruct and manage all staff under their remit as well as contractors and specialist supply partners, ensuring compliance with working practices.
- Provide regular site reports to hospice senior management and the AD covering maintenance delivery, overdue actions, incidents, cleaning and catering assurance, contractor performance, staffing and budgets. Escalate significant risks without waiting for routine reporting.
- Ensure all matters that may impact the smooth running of the hospice and facilities are escalated effectively to both Associate Director of Facilities and Estates and the Clinical Lead/Nurse in Charge.
- Maintain a validated planned maintenance schedule in the CAFM system, reflecting applicable statutory requirements, asset risk and relevant SFG20 and HTM guidance. Retain servicing and test evidence, track remedial work, and escalate overdue or failed tasks promptly with interim controls, a named owner and recovery date.

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- To manage and prioritise reactive maintenance tasks via CAFM system, and ensure all reactive tasks are completed and closed within the required timeframe.
- To conduct regular spot checks on maintenance personnel and contractors to ensure they are completing their planned maintenance activities in the correct manner.
- Keep logbooks, asset records, certificates and compliance evidence current and accessible. Audit evidence quality and completion, identify missing records and overdue actions, and escalate safety-critical gaps immediately. Close actions only when completion evidence has been verified.
- Maintain and implement documented cleaning schedules by area, with agreed methods, products, frequencies, responsibilities and completion records. Complete hygiene and cleaning audits with infection prevention colleagues, investigate gaps and track corrective actions. Oversee food hygiene, allergen controls and dietary requirements with catering and clinical teams.
- To ensure that all employees within their control are conversant with the operation and control of critical and noncritical systems installed within the buildings.
- To ensure quality is maintained throughout the facilities.
- Ensuring business policies and processes are effectively communicated and implemented within the hospice facilities team.
- Working with other Facilities Managers to ensure the collaborative development of the business, effective team working, and support to colleagues.
- Manage delegated facilities budgets, commitments, forecasts and variance reporting. Challenge quotations and demonstrate value for money while protecting statutory and safety-critical maintenance. Identify condition, backlog and lifecycle requirements to inform the AD's maintenance and capital plans.
- Maintain local risk assessments, safe systems of work and COSHH controls. Verify contractor competence, insurance, induction, safeguarding arrangements, risk assessments and method statements, and permits where required. Exercise delegated authority to stop unsafe work and escalate serious risks to the AD and clinical site leadership.
- Provide a learning environment, and appropriate training and development planning. Ensure basic training needs are delivered, employees are fully competent to undertake their roles and can reach their full future potential.
- Monthly Site meetings – representation expected from each team based in the hospice. Responsible for ensuring that the site is kept to a standard that meets all health and safety and legislative requirements
- Support all events held at the hospice in consultation with the Clinical Leads, Family Services Manager and Volunteer Development Manager
- Maintain and test site emergency and business continuity arrangements with clinical leaders. Respond to building, plant and utility failures, prioritising safe care and escalation. Agree equipment maintenance responsibilities with Care, ensure defective assets are isolated or quarantined, and obtain commissioning and handover evidence before return to use.
- Coordinate with the Volunteer Development Manager on the management of all volunteers carrying out facilities management work
- Participate in an agreed evening and weekend on-call rota supporting all three hospices. Rota frequency, response expectations, escalation routes, competent technical support and remuneration arrangements will be confirmed in writing.

Other Duties:

- To function as an ambassador for Acorns, raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behavior, conduct and teamwork.

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- To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
- To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
- To perform any other reasonable duty consistent with the role, as requested by the line manager.
- Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Facilities Manager

	Essential	Desirable
Qualifications	> Good General Education > Relevant qualification in facilities management, building services or engineering, or equivalent demonstrable experience of managing hard and soft facilities services in a regulated care environment. > IOSH Managing Safely – minimum required for managing risks and leading teams safely on site.	> Institute of Workplace and Facilities Management (IWFM) membership > NEBOSH NGC > Level 3 Food Hygiene (Supervisory) > Level 2 VRQ Award in Asset and Building Compliance Awareness
Experience	> Demonstrable experience managing facilities in healthcare or a comparable regulated care environment, including local statutory compliance and working with clinical teams. > Experience of effective line management of multidisciplinary facilities teams, including maintenance, housekeeping and catering, with responsibility for cover, performance and staff development. > Experience of implementing and maintaining performance and development initiatives > Experience of strong stakeholder management skills > Working knowledge of relevant SFG20, HTM and HBN guidance, statutory building compliance and CQC assurance, with experience using CAFM systems, maintaining evidence and managing corrective actions.	> Experience of working in the charitable sector > Experience in hospice or paediatric healthcare facilities, supporting CQC inspections, compliance recovery, condition surveys or site refurbishment projects.
Skills and Abilities	> Ability to identify and implement improvements. > Effective relationship building across all teams. > Effective persuasion and influencing skills. > Effective team collaborating with colleagues for all disciplines within Acorns. > Excellent time management skills & ability to prioritise. > Highly personable and approachable > Effective communication skills, including listening	Leadership or management training, for example ILM Level 3 or equivalent.
Other	> Commitment to professional and personal development and growth > Ability to travel between Acorns sites and fulfil agreed emergency cover responsibilities, with reasonable adjustments where required.	
Behaviors	> Will challenge the status quo. > Positive, enthusiastic approach & can-do attitude > Trusted – do what you say you will. > Curious, always seeking to understand and improve the experience of customers. > Open to change and continuous improvement. > Innovative mindset and enthusiastic about learning > Ability to remain calm under pressure > Driven to deliver results. > Commitment to the Acorns strategy & its success	

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Terms and Conditions of Employment

Job Title:	Facilities Manager
Responsible To:	Associate Director of Facilities and Estates
Location:	Acorns in Birmingham Hospice 103 Oak Tree Lane Selly Oak Birmingham B29 6HZ
Salary:	£45,000 to £55,000 per annum
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with the Employee Handbook which must be read and observed.

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