


## Job Description



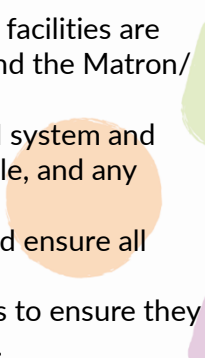
<b>Job Title:</b>	Facilities Manager
<b>Responsible to:</b>	Associate Director of Facilities and Estates
<b>Direct Reports:</b>	Maintenance, Catering, Housekeeping and Ground Maintenance Teams

### Job Purpose:

As a member of the Facilities and Estates team, you will lead the delivery of all day-to-day facilities management services at the Selly Oak Hospice. To include Maintenance of the building, grounds, gardens, and associated infrastructure This includes oversight of in-house maintenance, cleaning, and catering teams, supported by specialist contractors. You will function as the designated site leader for property compliance and ensure full adherence to SFG20, HTMs, CQC requirements, and NHS cleaning and catering standards. You will also manage reactive maintenance and support the delivery of site-based capital projects.

As a member of the Facilities and Estates team you must have passion and commitment to ensuring your hospice base hospice is legally and regulatory and compliant in all aspects of Facilities Management.

### Main Duties:

- > Responsible for the management of the staff, operation and maintenance of all soft service Catering and cleaning, plus hard services to include electrical and mechanical plants/services, project works and building performance for the hospice
  - > Management of the maintenance, housekeeping, catering team plus specialist contractors and suppliers, including compliance with all HR processes and procedures.
  - > 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.
  - > To complete operational reports shared with the SMT within the hospice and shared with Associate Director of Facilities and Estates.
  - > 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 Matron/ Nurse in Charge.
  - > To manage the planned maintenance schedule to SFG20 HTM's via CAFM system and ensure all planned maintenance activities are completed as per the schedule, and any rectification works are completed within a timely manner.
  - > 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.
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- > Ensure that logbooks are always kept up to date, and 95% compliance is achieved on logbook audits.
- > Complete all site hygiene audits as per the audit schedule.
- > 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.
- > Development and management of facilities budget to ensure maximum cost savings where possible
- > Ensure appropriate control systems to ensure statutory, policy and CQC commitments are met.
- > 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 Matron, Family Services Manager and Volunteers Manager
- > Respond appropriately to emergencies or urgent issues as they arise, to ensure the organisation does not breach any regulations and safeguard employees, visitors, and children.
- > Coordinate with the Volunteer Manager on the management of all volunteers carrying out facilities management work
- > On call for all three hospices evening and weekends on a schedule basis

### 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.
- > To contribute to Acorn's 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 Acorn's 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 as requested by the People 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.



## Person Specification: Facilities Manager

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"><li>&gt; Good General Education</li><li>&gt; City &amp; Guilds or NVQ Level 3+ in a relevant building services trade (e.g., electrical installation, plumbing, HVAC), Cleaning or catering level 2</li><li>&gt; IOSH Managing Safely – minimum required for managing risks and leading teams safely on site.</li></ul>	<ul style="list-style-type: none"><li>&gt; Institute of Workplace and Facilities Management (IWFM) membership</li><li>&gt; NEBOSH NGC</li><li>&gt; Level 3 Food Hygiene (Supervisory)</li><li>&gt; Level 2 VRQ Award in Asset and Building Compliance Awareness</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>&gt; Demonstrable experience managing facilities.</li><li>&gt; Experience of effective line management</li><li>&gt; Experience of implementing and maintaining performance and development initiatives</li><li>&gt; Experience of strong stakeholder management skills</li><li>&gt; Familiarity with SFG20, HTM guidance, statutory building compliance, and CQC-relevant standards</li></ul>	<ul style="list-style-type: none"><li>&gt; Experience of working in the charitable sector</li><li>&gt; Demonstrated (10+ years) experience managing FM services, ideally in healthcare, education, or another regulated setting.</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>&gt; Ability to identify and implement improvements.</li><li>&gt; Effective relationship building across all teams.</li><li>&gt; Effective persuasion and influencing skills.</li><li>&gt; Effective team collaborating with colleagues for all disciplines within Acorns.</li><li>&gt; Excellent time management skills &amp; ability to prioritise.</li><li>&gt; Highly personable and approachable</li><li>&gt; Effective communication skills, including listening</li></ul>	Leadership Management training says to ILM level 3
<b>Other</b>	<ul style="list-style-type: none"><li>&gt; Commitment to professional and personal development and growth</li><li>&gt; Ability to travel independently across the Acorns region</li></ul>	
<b>Behaviors</b>	<ul style="list-style-type: none"><li>&gt; Will challenge the status quo.</li><li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li><li>&gt; Trusted – do what you say you will.</li><li>&gt; Curious, always seeking to understand and improve the experience of customers.</li><li>&gt; Open to change and continuous improvement.</li><li>&gt; Innovative mindset and enthusiastic about learning</li><li>&gt; Ability to remain calm under pressure</li><li>&gt; Driven to deliver results.</li><li>&gt; Commitment to the Acorns strategy &amp; its success</li></ul>	



## Terms and Conditions of Employment

<b>Job Title:</b>	Facilities Manager
<b>Responsible To:</b>	Associate Director of Facilities and Estates
<b>Location:</b>	Acorns in Birmingham Hospice 103 Oak Tree Lane Selly Oak Birmingham B29 6HZ
<b>Salary:</b>	£40,000 to £50,000 per annum
<b>Notice:</b>	12 weeks
<b>Hours:</b>	37.5 hours per week
<b>Holidays:</b>	23 days plus statutory bank holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life Assurance:</b>	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.