

JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND	Facilities Supervisor
HOURS AND DURATION	3 – subject to banding
AGENDA FOR CHANGE REFERENCE NUMBER	As specified in the job advertisement and the Contract of Employment
DBS LEVEL	3426
REPORTS TO	Standard
ACCOUNTABLE TO	Facilities Co-ordinator
LOCATION	Head of Facilities
JOB SUMMARY	<p>The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.</p> <p>The Facilities Supervisor is a member of the LPT Estates and Facilities team. The postholder will support the Facilities Co-ordinator in the delivery of high quality soft facilities services and be responsible for managing the effective and efficient delivery of local site services and facilities on a day to day basis.</p> <p>The postholder will assist the Facilities Co-ordinator in the day to day running of the multi-skilled Facilities Department, ensuring effective utilisation of resources.</p> <p>The postholder will report to the Facilities Co-ordinator and will be responsible for ensuring all services are delivered in accordance with National Standards and on occasions will be expected to deputise for the Facilities Co-ordinator.</p> <p>The post holder will be responsible for ensuring that services delivered are compliant and that patients and visitors are treated in a safe and appropriate environment and staff have the ability to effectively deliver the required care.</p> <p>The postholder will be enthusiastic and highly motivated with good communication, organisational skills and analytical approaches to problem solving. You will have the ability to promote the Facilities department and present a customer focused service and to develop, learn and apply new skills and keep up to date with technological progression.</p> <p>The postholder will be expected to work a variety of shifts patterns covering weekends and bank holidays.</p>

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment and live up to LPT's Leadership Behaviours
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
 - 2.1. Assist in delivering value for money
 - 2.2. To source and order goods or services in line with best practice and procedure. To undertake stock control, monitoring progress of orders, dealing with discrepancies and maintaining records of all purchases to ensure that invoice can be reconciled.
 - 2.3. Produce food and cleaning consumable orders to ensure maintain adequate stock levels
 - 2.4. Responsible for raising requisitions (using Saffron), receipting of goods in relation to goods received and inspecting deliveries to ensure they match order and invoice criteria. Receiving and signing for deliveries and processing invoices.
 - 2.5. Raising requisition orders using iProcurement
 - 2.6. Assist in all Facilities tasks in hands on capacity when required.
 - 2.7. Issue and control materials
 - 2.8. To record, complete and approve duty rotas, time sheets and maintenance of staff records including control of overtime, additional hours (EASY) and process as required to help contribute towards the control of expenditure within budget and effective record keeping
3. Delivery of Effective Healthcare within the organisation
 - 3.1. You will seek out areas where process can be streamlined, and new improved ways of working can be utilised.
4. Establishing Effective Leadership and Communication
 - 4.1. Responsible for leadership and guidance of the Facilities staff, often supervising multiple roles and promoting an environment of operational excellence serving the frontline connection between excellent customer service to our patients and customers and employee engagement.
 - 4.2. To support the Facilities Co-ordinator with the line management of the facilities staff (including disciplinary, managing absence and attendance, grievance, recruitment and selection, appraisals, mandatory training compliance).
 - 4.3. To exercise initiative and sensitivity in coping with unpredictable situations i.e. unplanned shut downs/Major incidents.
 - 4.4. Co-ordinating staff rotas and allocation of duties
 - 4.5. The scheduling of work and appropriate allocation of duties to team members, in line with agreed allocation sheet, work schedules
 - 4.6. Deliver, record and review staff Induction & training in conjunction with the training Plan, Matrix and Training Manual.
 - 4.7. Carrying out toolbox talks to facilities staff
 - 4.8. Communicate information from Facilities Co-ordinator to staff and vice versa,
 - 4.9. Conduct annual appraisals and one to ones with appropriate Staff.
 - 4.10. Maintain good relations with colleagues and other staff throughout locality.
 - 4.11. Answering phone calls and dealing with multiple facility queries
 - 4.12. Explain technical issues such as COSHH, Standard Operation procedures (SOP's) Risk assessments (RA) regulations to staff
 - 4.13. Support portering teams in the safe movement of patients, equipment and loads with in Trust Health and Safety guidelines
5. Continuing Education, Professional and Personal Development
 - 5.1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
 - 5.2. Participate in supervision via agreed review and appraisal mechanisms
 - 5.3. To attend all mandatory and other training sessions commensurate with job role.

6. Clinical Governance, Reduction of Risk, Audit and Research
 - 6.1. Monitor cleanliness standards to ensure the latest national standards are adhered to.
 - 6.2. Ensuring the timely and correct performance of routine and periodic cleaning duties in line with agreed service specification
 - 6.3. Monitor cleanliness of water management systems.
 - 6.4. Generate cleaning schedules according to the cleaning needs of areas and monitor its effectiveness
 - 6.5. Conducting daily ward and kitchen rounds to ensure facilities standards are being adhered
 - 6.6. To ensure staff adhere to Trust Infection Control Prevention and Control of Substances Hazardous to Health (COSHH) policies in carrying out cleaning tasks.
 - 6.7. To ensure staff adhere to the Trust colour coding system to prevent cross infection.
 - 6.8. To ensure staff preparing meal for and regeneration of patient meals at ward level adhering to Trust Food Safety Management policies and procedures at all times
 - 6.9. To ensure staff record meal temperatures prior to and post service delivery
 - 6.10. To use industrial cleaning equipment within designated areas in accordance with training and Health and Safety Act 1974
 - 6.11. Report maintenance issues to LPT Helpdesk and monitor progress.
 - 6.12. To ensure staff carry out tasks, both specific and generic, to prescribed work schedules for designated areas, in line with Trust policies and procedures.
 - 6.13. Working knowledge of Health & Safety and COSHH regulations.
 - 6.14. Ensuring that all information is collected and recorded in the event of any accidents and that appropriate action is taken to prevent any similar occurrences
 - 6.15. To promote good housekeeping including the timely removal of any refuse/rubbish etc and that the use of inappropriate storage areas (eg corridors) is avoided
7. Management and use of Resources and Information
 - 7.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
 - 7.2. Check all menu summary sheets both before ordering meals and after meal service for accuracy and full completion. Ensuring that wastage is recorded and kept to a minimum and that action is taken on any incomplete or unacceptable information.
 - 7.3. Approving and recording annual leave
 - 7.4. To observe confidentiality of patients and employing trusts business at all times.
 - 7.5. Incident reporting on Ulysses
 - 7.6. Checking weekly and monthly catering and cleaning paperwork
 - 7.7. Ensuring that all staff maintain a high standard of personal hygiene, and are smart in their appearance and wear the correct form of uniform/protective clothing. Organise replacements as required
 - 7.8. Ensure that all equipment and materials are kept clean and in a good state of repair, reporting defects immediately using agreed system and ensuring that they are available to use in the quickest time possible
 - 7.9. Implement deep cleaning when necessary including use of hydrogen peroxide decontamination machines, steam cleaning, carpet cleaning, changing curtains etc.
 - 7.10. Ensure vacuuming, dusting, cleaning of surfaces, mopping of floors and cleaning of beds are in line with service agreements
 - 7.11. Monitor and supervise the collection of clinical and non-clinical waste and dirty linen taking into account waste reduction initiatives, recycling systems and confidential waste process.
 - 7.12. Supervise and monitor ward kitchen and dining room areas, ensuring that the washing of crockery, cutlery etc., is completed and the cleaning is undertaken of all equipment, cupboards, work tops and flooring, etc
8. Operating with Quality in everything you do and Maintaining a Safe Environment
 - 8.1. The role of the Estates and Facilities department and the postholder is to ensure the provision of an appropriate, safe, secure and high-quality environment which meets the needs and expectations of our patients, staff, visitors and provider partners.

COMMUNICATION AND WORKING RELATIONSHIPS

- The postholder will ensure accurate and open communication with a range of organisations and individuals
- Responsible for communicating information which will involve persuading staff, managers and others on the importance of tasks and projects to complete.
- Gaining co-operation from staff and contractors in progressing works, tasks and projects.
- To enforce policy procedures using a range of methods within the Trust policy arrangements.
- Liaise with E&F colleagues and managers on a regular basis to ensure that information held is accurate and reflects developments.

ENVIRONMENTAL FACTORS

9. Physical Effort

- 9.1. Requires a combination of sitting, standing and walking with a requirement of intense physical effort for several short periods.

10. Mental Effort

- 10.1. Organising, supervision and management of staff including the managing of sickness and absence for staff will require moderate levels of concentration and effort.

11. Emotional Effort

- 11.1. Exposure to distressing or emotional circumstances is rare/occasional.
 11.2. Exposure to and dealing with complaints from staff, service users and general public.

12. Working Conditions

- 12.1. Frequent unpleasant conditions; dust and dirt on site

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

Our Pledge

"We are LPT; a values based Trust that delivers high quality integrated health and social care developed around the needs of our local people, families and communities. We want LPT to be a great place to work, where we have a culture of continuous improvement and recognition and where collective leadership empowers high performing, innovative teams." – **Dr Peter Miller, Chief Executive**

Our pledge reflects our values and has been developed with staff and staff side representatives to make clear the expectations we have of each other in order for us all to deliver high quality, patient-centred care which is at the heart of everything we do.

As a **staff member** I will...

- Commit to doing the best I can
- Be loyal to and supportive of my organisation
- Be a team player
- Willingly share my ideas, knowledge and experience
- Continue to improve myself and my service for the benefit of our service users
- Be flexible and adaptable in my work
- Maintain high quality and high standards
- Embrace diversity and the richness it brings
- Take ownership of my work and be held accountable

As an **organisation** we will...

- Provide opportunities for development and career progression
- Appreciate and recognise your contribution to our Trust
- Provide a safe and secure working environment
- Promote a culture that provides a happy and friendly work place for you and your team
- Give you the tools to do your job
- Support you to maintain a healthy work/life balance
- Listen to your views to inform our decision making
- Communicate with you in an honest, open and timely way

As a **manager/leader** I will...

- Inspire a shared purpose and provide clarity of expectations
- Be visible, accessible and approachable
- Be supportive, open, honest and transparent
- Listen, hear and give a voice to all
- Value and celebrate the successes of my team and individuals
- Promote health and wellbeing within my team
- Give my staff freedom to act and encourage collective leadership



Chair:
Cathy Ellis



Chief Executive:
Dr. Peter Miller

ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.

Personal Data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up-to-date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed
- Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage

CONFIDENTIALITY

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’.

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Appli- cation form	Intervi- ew	Test	Prese- ntation
Demonstrates a commitment to the Trust’s Values					
1.1 Compassion	3		x		
1.2 Trust	3		x		
1.3 Respect	3		x		
1.4 Integrity	3		x		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)					
2.1 General education to GCSE level or equivalent including English, Maths	3	X	X		
2.2 Able to understand verbal and written instruction	3	X	X		
2.3 NVQ 3 or equivalent qualification or substantial experience in a support service role with the equivalent level of knowledge	3	X	X		
2.4 NVQ Level 2/3 in Cleaning & Support Services/Customer Care/Health & Social Care or a willingness to undertake	1	X	X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
2.5 Basic Food Hygiene Certificate	1	X	X		
2.6 Recognised Supervisory qualification					
2.7 Health & Safety qualification	1	X	X		
Knowledge and Skills					
3.1 Effective communication skills – verbal & written	3		X		
3.2 Good interpersonal skills	3		X		
3.3 Good organisational skills	3		X		
3.4 Good time management	3		X		
3.5 Able to carry out physical tasks including the use of industrial machinery.	3		X		
3.6 Ability to prioritise own and others workloads	3		X		
3.7 Ability to use initiative	3		X		
3.8 Ability to delegate effectively	3		X		
3.9 Handle numerous diverse tasks simultaneously	3		X		
3.10 Computer literate with a good understanding of Microsoft applications, Word, Excel, PowerPoint and Outlook	3	X	X		
3.11 Understanding of the Data Protection Act 1998 (personal data and CCTV)	1		X		
3.12 Good written and verbal communication skills	3	X	X		
3.13 Negotiation and calming skills to de-escalate a violent/potentially violent situation	3		X		
3.14 Able to work alone or as part of a team	3		X		
Experience (both work and 'life' related)					
4.1 Demonstrate an understanding of basic Health and Safety principles					
4.2 Working in a customer focused environment	3		X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
4.3 Sound knowledge of catering / domestic / porter functions within a healthcare environment	3	X	X		
4.4 Previous supervisory experience	3		X		
4.5 Previous experience of working in a healthcare environment	1	X	X		
4.6 Customer service experience	1	X	X		
Personal Attributes					
5.1 Ability to work on own initiative and be able to manage a large staff group.	3	X			
5.2 Fitness to undertake the duties of the post.	3	X			
5.3 Willingness to undertake any relevant training.	3	X			
5.4 Adaptable, flexible and reliable approach to work.	3	X			
5.5 Ability to be assertive when necessary	3	X			
5.6 Ability to empathise with staff when appropriate.	3	X			
5.7 Courteous and professional attitude.	3	X			
5.8 Commitment to personal/professional development	3	X			
5.9 Ability to follow instructions	3	X			
5.10 Ability to work under pressure	3	X			
5.11 Ability to work 24/7 shift patterns as required to include weekends and bank holiday	3	X			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Standard Requirements					
Commitment to Equality & Valuing Diversity Principles	3	X	X		
Understanding of Confidentiality & Data Protection	3	X	X		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	X	X		
Mobility This will either be not applicable or own transport or suitable alternative. Dependence on public transport is not suitable for this role		You must demonstrate how you would meet the stated mobility requirement on your application form			