

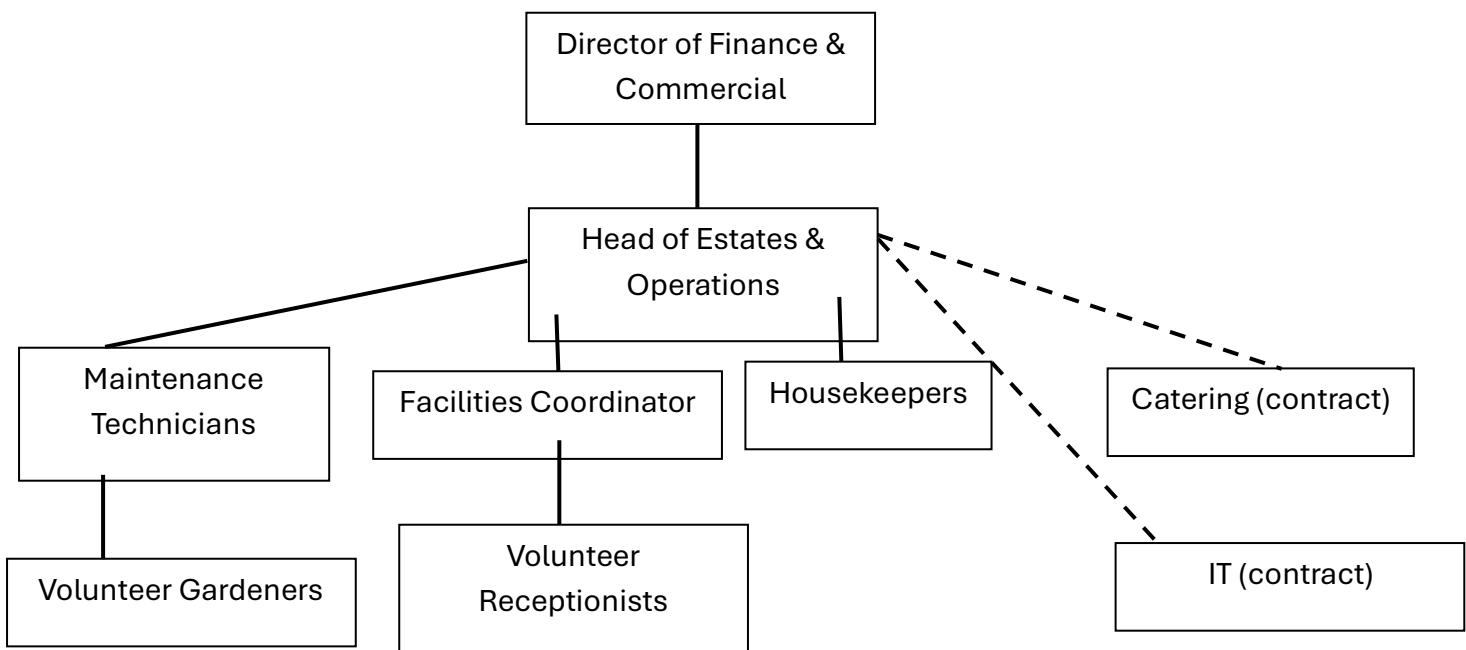
**Job Description**

Job Title	Head of Estates & Operations
Salary Range	£56k
Location	Kenton Grange Site
Reporting to	Director of Finance
Hours of work	37.5 and on call responsibilities

**1. Job Purpose and Scope**

To lead the Estates and Facilities Teams to ensure the delivery of functional, safe environments across the organisation, including the hospice building and grounds, shops and warehouse. To ensure statutory compliance, including the management of health and safety. To shape and deliver the estates plan aligned to the clinical, retail, capital and organisational strategies.

Managing functions with roles including Maintenance Technicians and Facilities Coordinator, Housekeeping and the external contracts for IT and Catering.



## **2. Main Duties & Responsibilities**

### **Compliance**

Demonstrate a sound understanding statutory and regulatory requirements of the Health and Safety at Work Act and the CQC, ensuring the organisations compliance. Responsible for ensuring systems and records are updated and maintained to ensure audit readiness

Responsible owner of the estates related risk register. Responsible for maintaining the risk assessments and method statements in relation to the work of the Estates and Facilities Team, Housekeeping, IT and Catering

Manage the relationship with the organisations Health and Safety Competent Person, including coordination of the site visits for Fire Risk Assessments and General Risk Assessments across the organisation. To maintain records on the database including the allocation of actions and monitoring of completion.

Work with the Director on the preparation of papers for the Health and Safety Group, attending the meeting and chairing as required

Provide risk and compliance assurance through regular reports and updates to the Executive Team and Board-level committees as required. Produce the organisation's annual Health and Safety Report

Manage the COSHH risk assessments, data hazard sheets and register.

Responsible for ensuring the organisation meets the requirements of the Fire Safety Regulations 2022. Ensure the organisation has sufficiently trained fire wardens

Ensure that the organisation meets all statutory requirements in relation to electrical maintenance, such as PAT testing, EICR fixed wire testing

Ensure all relevant contracts and assessments are in place for legionella, asbestos, LOLER, PUWER, and waste management compliance.

Ensure the Estates and Facilities services are prepared to respond to an emergency (fire, utilities failure, security breaches, adverse weather). Support the wider hospice Business Continuity Planning arrangements.

Responsible for the development, review and implementation of the policies and procedures associated with health and safety, estates management and IT.

To ensure the effective management of accidents and incidents, including completion of RIDDOR / HSE reporting as required. Providing summary reports for the hospice and retail on health and safety incidents and any resulting actions taken

Ensure that the Housekeeping team comply with the national standards of Healthcare Cleanliness.

## **Estates Management**

To work with the Capital Project Manager to support the redevelopment programme for the hospice site.

To manage and partake in the out-of-hours rota, ensuring there is a 24/7, 365-day response to any out-of-hours urgent maintenance requests and health and safety issues.

Manage the Hospice maintenance workload, including shops, with priority given to Health and Safety and Patient requirements. Ensure that all buildings (including shops and warehouses), plant and Hospice equipment are adequately maintained to appropriate standards of safety, efficiency and good repair.

Ensure there is a Planned and Preventative Maintenance (PPM) Programme, drawing on building condition surveys and other reports.

Manage the servicing and repair of all equipment, maintaining the asset register and records.

Ensure effective management of contractors, including the provision of all relevant health and safety instructions and review of the agreed work to ensure it meets expected standards of workmanship.

In conjunction with the retail management team, agree on the maintenance and compliance requirements for the hospice shops. Managing the lease requirements in relation to estates management and dilapidations.

To liaise with the management company responsible for the management of the flat rentals. Maintain oversight of tenancy arrangements, income and expenditure, oversight of tenancy arrangements.

To oversee the procurement of utilities, maintaining relationships with the energy and utilities consultants.

Ensure the grounds and outbuildings are maintained and repaired to provide a safe and relaxed environment for patients and their families

Responsible for implementing environmental and sustainability projects and initiatives and compliance with the energy and Carbon reporting requirements

### **Financial Management**

Ensure that the best value for money is achieved with all contacts and purchases.

Budgetary responsibility monitoring the expenditure against the Estates budgets

Proactive contract management and review

### **Management and Leadership**

Ensure the strategic and operational priorities for the Estates functions are identified and communicated. Effectively deliver the Estates Team operational plan.

Line management of the maintenance assistants, Estates administrators and housekeepers. Ensuring regular one-to-ones and appraisal completion, and supporting and developing the team, providing opportunities for training and development.

Ensure that team members undertake their work in line with Infection Prevention and Control policies and procedures

Engagement and management of volunteers working within the service

### **EQUAL OPPORTUNITIES**

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

### **MISSION & CORE VALUES**

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

## **OTHER**

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

## **Person Specification**

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"><li>• Degree level or equivalent relevant professional qualification or experience in facilities management</li><li>• IOSH / NEBOSH qualification / prepared to undertake</li></ul>	<ul style="list-style-type: none"><li>• Facilities management qualification (such as IWFM)</li><li>• First Aid qualification</li><li>• Experience as a Fire Marshall</li></ul>
Knowledge & Experience	<ul style="list-style-type: none"><li>• Experience of budget management with proven abilities to manage cost savings</li><li>• Experience of delivering against a</li><li>• Planned Preventative Maintenance Programme</li><li>• Experience of managing outsourced services</li><li>• Experience of management of statutory compliance</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in a hospice or health care environment.</li><li>• Understanding of the regulatory requirements in relation to the Health and Social Care Act</li><li>• Experience of estate management in relation to leases</li></ul>

	<p>such as water, fire and asbestos</p> <ul style="list-style-type: none"> <li>• Experience of managing an estates / facilities function</li> <li>• Experience of contract management and tendering</li> <li>• Experience of managing large projects within agreed timeframes and budgets</li> </ul>	
Skills / Personal Attributes	<ul style="list-style-type: none"> <li>• Effective communication and interpersonal skills with the ability to influence and negotiate</li> <li>• IT literate with experience of using electronic systems for estates and risk management</li> <li>• Ability to problem solve and work autonomously</li> <li>• Ability to manage and motivate a team and delegate effectively</li> <li>• Ability to manage and prioritise own and teams workload</li> </ul>	
Additional Requirements	<ul style="list-style-type: none"> <li>• Car owner / driver</li> </ul>	

**Employees signature:..... Date:.....**

**Line Managers signature:..... Date:.....**