

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
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| Job Title: | Facilities Operations Manager |
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| Responsible to: | Head of Support Services |
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| Department(s): | Support Services |
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| Last update | February 2025 |
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| 1. JOB PURPOSE
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| The Facilities Operations Manager will ensure that the Hospice provides high-quality catering, housekeeping, maintenance, and estate services to all patients, employees, volunteers, and visitors to the Hospice or any Hospice shop. You will be passionate about the look and feel of the Hospice buildings and grounds, and will strive to maintain a quality environment at all times.In this role, you will ensure that statutory, national, and local governance requirements, standards, and guidance are met, ensuring all premises, services, and facilities are safe, compliant, and suitable for their intended use. |
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| 1. DIMENSIONS
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| * Organise own time and that of other team members to ensure a professional and efficient facilities team
* Provide clear leadership to the multi-disciplinary teams
* Assesses, plans, implements and evaluates all aspects of the facilities team
* Act as a role model to all team members within the facilities team and the wider organisation
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| 1. ROLE OF ORGANISATION
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| **Our Vision**St Vincent’s hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life limiting illness.Care for all is at the heart of everything we do. We will achieve this by being passionate about:Delivering high quality palliative care and support. Working with patients and families to ensure that care is right for everyone, every time. Having appropriately skilled teams who are able to work in home, hospice and other settings. Ensuring we have the necessary funds to maintain and develop services. Using our influence and expertise to shape the development of palliative care locally and nationally.**Our Values**Caring RespectCompassion DignityCommitment Sensitivity**In putting people at the heart of everything we do, we will work together to:*** Support every person as a unique and valued individual
* Respect the dignity of everyone
* Listen to and respect the wishes of people

**In striving for excellence in every aspect of our services, we will:*** Provide a safe, comfortable, caring environment
* Develop and provide high quality services that are underpinned by audit and research
* Demonstrate clinical, financial and organisational excellence
* Work to achieve financial sustainability
* Deliver effective leadership and management throughout the organisation
* Ensure we have the right number of people with the right skills in the right place at the right time

**In building relationships, we will:*** Listen to, respect and value the contribution of everyone
* Work together to improve all of our services
* Extend our collaboration with external partners
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| 1. ROLE OF DEPARTMENT
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| The Support Services Department at St Vincent’s Hospice provides criticalinfrastructure and operational support across non-clinical areas to ensure theHospice functions smoothly, safely, and effectively.This department encompasses Maintenance, Catering, Housekeeping, Finance,Volunteering, Human Resources, and Recruitment. Each service plays a vital role in supporting the hospice’s mission to deliver compassionate, high-quality care to patients and their familiesThe Support Services Department is instrumental in creating a welcoming,compliant, and resource-efficient environment that supports all areas of care andoperations, aligning with the hospice’s strategic goals and commitment toexcellence. |

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| 1. KEY RESPONSIBILITIES
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| **Leadership & Team Management*** Manage the operational management functions, including regular one-to-one meetings, annual appraisals, and performance reviews.
* Effectively manage sickness absence, annual leave, and ensure the team’s performance is consistently high.
* Ensure that all staff involved in operational management functions undertake mandatory training in line with Hospice policy and receive adequate training and development in all aspects of their roles.
* Promote a positive and supportive working environment, encouraging teamwork, motivation, and high levels of staff engagement.

**Catering Management*** Manage the **Catering Supervisor** to ensure the provision of high-quality food to patients, families, relatives, and staff.
* Ensure that patients’ nutritional requirements are met in line with their care plans.
* Oversee the adherence to Hospice, HSE and EHO catering standards, ensuring compliance with regulations and guidelines.
* Maintain and enhance the Hospice’s standard of food hygiene and safety inspections.

**Housekeeping Management*** Manage the **Housekeeping Team** to ensure the Hospice is clean, comfortable, and meets the highest cleanliness standards.
* Provide a dedicated and effective housekeeping service with appropriate staffing and volunteer involvement.
* Ensure compliance with **COSHH (Control of Substances Hazardous to Health)** and infection control standards, providing a safe environment for patients, staff, and visitors.
* Maintain KPIs through quality audits and implement any necessary improvements.

**Maintenance Management*** Manage the **Facilities Team** to ensure smooth, uninterrupted daily running of the Hospice and Trading Estates.
* Provide a dedicated staff and volunteer maintenance team to deliver an in-house service for minor repairs, painting, decorating, and basic maintenance tasks.
* Manage contractors to ensure that policies and procedures are met to preserve the health and safety of patients, families, relatives, volunteers, and staff.
* Produce and implement an annual planned maintenance schedule for the Hospice.
* Ensure asset management databases kept up to date.
* Operate and monitor an effective maintenance helpdesk (Snapfix) system.
* Manage security arrangements for the Hospice and Trading Estates when required.
* Ensure risk assessments and safe systems of work are implemented in line with hygiene, fire, and health and safety codes.
* In partnership with the Head of Support Services, develop and implement the Hospice Estates Strategy.
* Take a ‘hands-on’ approach to maintaining the look and feel of the Hospice and Trading shops and grounds, completing minor repair work where safe and appropriate.
* Ensure that grounds are maintained to the highest standard, providing a calm and safe environment for patients and families.
* Liaise with external project managers and contractors to ensure works are completed safely, timely, and in accordance with the Hospice’s policies.
* Develop strong relationships with local contractors, ensuring value for money and up-to-date contractor information.
* Ensure the Business Continuity Plan is robust and developed in partnership with senior management and key local providers.
* Coordinate planning and delivery of building projects, renovations, and refurbishment works.
* Monitor, review, and update all facilities-related policies to ensure compliance with relevant statutory and mandatory legislation.
* Participate in the on-call rota and attend emergency call-outs when required.
* Ensure maintenance and safety of the Hospice’s fleet of vehicles.
* Ensure all facilities-related volunteer and staff drivers are appropriately licensed, insured, and trained.

**Health & Safety Management*** Work closely with the Health & Safety Officer to maintain accurate records relating to health and safety of the premises and services, ensuring compliance set by regulatory bodies including Care Inspectorate and HSE.
* Ensure compliance with the **Fire Safety Policy**, including building and fire inspections, and implement actions from inspections.
* Ensure works are undertaken to required designs, specifications, and standards to meet all regulatory bodies’ requirements.

**Budgetary Management**The Facilities Operations Manager will be responsible for setting, managing, and monitoring revenue and capital budgets for all operational functions, including Catering, Housekeeping, Maintenance, Gardens & Estates. Working closely with the **Head of Support Services**, you will ensure financial efficiency while maintaining high-quality services across the Hospice estate. You will be expected to:* Develop and manage budgets for operational management functions, ensuring cost-effective resource allocation.
* Monitor expenditure and report variances, ensuring financial sustainability.
* Work with contractors and suppliers to achieve value for money while maintaining quality.
* Support financial planning for estates projects, renovations, and service improvements.
* Ensure compliance with procurement policies and financial regulations.

**Management Responsibilities*** The Facilities Operations Manager will report directly to the Head of Support Services
* Attend the **quarterly Hospice Health & Safety Committee meetings**.
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| 1. (a) EQUIPMENT AND MACHINERY
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| **IT Equipment*** Fire Alarm
* Alarm Panel
* CCTV
* Plant Room Equipment
* Building Management System (Snapfix, Sign In App)
* Generator
* Audio Visual Equipment
* Personal Computer
* Items referred to in Housekeeping, Catering, Maintenance, IPU and Trading Outlets
* Hospice Vehicles
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| **8. (b) SYSTEMS** |
| * Method Statements
* Risk Assessments
* COSHH Register
* IT Systems
* Work Schedules
* Planned Preventative Maintenance Schedules
* CCTV Monitoring
* Infection Prevention Guidelines
* Communication Systems
* Fire Prevention and Detection Systems
* Security Alarm Systems
* Personal Alarm Systems
* Items referred to in Housekeeping, Catering, Maintenance, IPU and Trading Outlets
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| 1. ASSIGNMENT AND REVIEW OF WORK
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| * Assignment of work will be set by the Head of Support Services
* Formal yearly Appraisal to aid professional development
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| 1. DECISIONS AND JUDGEMENTS
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| * Accountable for own activity and workload management
* Follow policy pertaining to own role and that of the facilities team to resolve challenges ad respond to hospice priorities and procedures
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
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| * Ensuring cover at all times within the department
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| * Maintaining high standards when there is increased demand in workplace
* Balancing pro-active and reactive work with unpredictable workload
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| 1. COMMUNICATIONS AND RELATIONSHIPS
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| * Ensures the comfort and care required by patients within the boundaries of the role
* Communicates and liaises effectively with patients, team members, volunteers, contractors and the general public including supporters and potential supporters
* Promotes and maintains professional relationships within the department and the wider organisation
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB
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| **Physical*** Manual handling skills in the frequent use of equipment and tools
* Hands on maintenance

**Mental*** Understanding all statutory and legislative guidance requirements
* Multi-tasking and planning ahead
* Prioritising work

**Emotional*** Communication with patients
* Working within a patient care setting and building relationships with people who have life limiting illness and occasionally witnessing distressing circumstances

**Environmental*** Some working/supervising outdoors
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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| **Person Specification****Skills & Experience*** Proven experience in facilities management, preferably in a healthcare or hospice environment.
* Strong leadership and management skills with experience in team development, performance management, and training.
* Knowledge of catering, housekeeping, and maintenance management.
* Understanding of health and safety regulations and building compliance.
* Budget management and experience with contractor relationships.
* Excellent organisational and project management skills.

**Personal Attributes*** Attention to detail and a focus on delivering high-quality service.
* Compassionate and empathetic, with a strong commitment to supporting the Hospice's mission and values.
* Ability to work independently and manage multiple priorities.
* Strong communication and interpersonal skills.

**Main Benefits & Terms*** Competitive salary and benefits package.
* Opportunities for professional development and training.
* Supportive and friendly working environment.
* Pension scheme.
* Generous holiday entitlement.
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| It is an essential requirement that the post holder provide proof of right to work in the UK prior to taking up the post. |
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| 1. JOB DESCRIPTION AGREEMENT
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. |  |
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| Job Holder’s Signature | Date:  |
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| Head of Department Signature | Date: |
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