

**JOB DESCRIPTION:** HEAD OF FACILITIES  
**REPORTS TO:** DIRECTOR OF CORPORATE SERVICES  
**ACCOUNTABLE TO:** DIRECTOR OF CORPORATE SERVICES  
**BASED AT:** ST ELIZABETH HOSPICE



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## **JOB SUMMARY**

The role of Head of Facilities is to provide strategic direction and leadership for soft Facilities (Catering, Domestic, and Logistic and grounds) services across the Hospice estate. Working as part of the Senior Management Team, developing and implementing strategies, policies and procedures, workforce planning, resource allocation, and supply management.

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## **RESPONSIBILITIES**

### **Leadership**

- The continuous provision of functionally suitable facilities for healthcare provision creating a safe pleasant environment internally and externally.
- Strategic and operational management of Facilities (Catering, Domestic and Logistic & grounds Services).
- Formulate integrated Annual Business/Service plans, with clear strategic and business objectives that are consistent with the Hospice's objectives and strategy.
- Budget management - maintain effective financial management and forecasting processes ensuring that optimum budgetary performance is achieved
- Develop long-term strategies for the Facilities Services including service development.
- Devise and continually audit and review quality improvement plans and standard operating procedures pertaining to the Facilities function
- Providing leadership to all staff coming within the remit of the Facilities function
- Overall management of the teams within the Facilities department.
- To undertake annual performance and development reviews of relevant staff, and review wider teams set objectives.
- Workforce planning, resource allocation and supply management.
- Be responsible for compliance with legislation and policies of good practice and industry and statutory standards

### **Facilities Management**

- Responsibility for development, implementation and maintenance of a fully functional Facilities infrastructure to ensure statutory compliance at all times across all services.
- To successfully manage the delivery of Facilities management services to a consistently high level.
- Create, manage and update an annual facilities plan for the hospice.
- Identification and management of strategic and operational risks associated with the Facilities function.
- Responsible for ensuring the cleanliness, condition, appearance, privacy and dignity of the estates are satisfactory.
- To support all audit processes of the physical environment
- Ensure that adequate facilities compliance records are maintained in accordance with legislative requirements, policies, codes of practice and procedures.
- Ensure catering services provide adequate nutrition and hydration through the choice of food and drinks for people to meet diverse needs.
- Access and car parking arrangements meet the reasonable needs of patients,

staff and visitors and are effectively managed.

- Ensure garden maintenance, landscaping, external cleaning, Fencing and conservation of Hospice sites.
- Be responsible to drive forward the 'Green agenda' with a continual drive for environmental performance, in particular water and energy waste production and non-patient transport and the impact they have on the Carbon footprint'.
- Working with the procurement and purchasing department to carry out regular price comparisons and tenders for both departments.
- Ensure the Hospice estates are secure at all times to include hospice access, CCTV monitoring, and the physical environment.
- Assist with the insurance renewals and claims under remit of role.
- Input into the infection control group and ensure actions are undertaken as agreed.
- Providing comprehensive professional and technical support and advice on relevant matters to the appropriate departments and stakeholders
- Ensure that 24 hours/ 7 day management and on-call arrangements are in place for all responsible services
- Oversee the work of contractors for soft facilities.
- To deputise for the Head of Estates on matters relating to support services as appropriate.
- Project manage soft facilities projects.
- To be a member of the Crisis Management Team involved in the Major Incident Plans
- Ensure the Business Continuity Plan is kept up to date and fit for purpose.
- To attend H&S meetings, representing soft facilities compliance and health and safety..
- Work collaboratively and in partnership with other organisations and external agencies to further improve the facilities of the organisation.
- Be responsible for the utilities throughout all hospice sites
- To carry out other duties reasonably requested by line manager.

### **Logistics**

- Ensuring the effective and efficient operation of all logistic requirements for the Hospice, making sure appropriate processes and procedures are in place and logistics team are meeting KPI's
- Developing transportation plans for any new projects that arise
- Ensure the fleet of vehicles for Hospice wide use is adequate and effectively managed.
- Continually seek to improve our logistics model to gain scale without loss of quality, service, asset utilisation and margin.

### **PERSONNEL RESPONSIBILITIES**

- To undertake annual performance reviews as required.
- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff as required.

### **EDUCATIONAL RESPONSIBILITIES**

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

### **PERSONAL DEVELOPMENT**

- To devise with the Director of Corporate Services a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills

## ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE DIRECTOR OF CORPORATE SERVICES IN CONJUNCTION WITH THE POST HOLDER.



**HEAD OF FACILITIES  
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Member of the British Institute of Workplace and Facilities Management (IWFM) or an equivalent relevant professional body or relevant experience</li> <li>• Membership of an appropriate professional body</li> <li>• Health and Safety qualification</li> <li>• Procurement qualification</li> <li>• British Institute of cleaning Science (BICSc) or similar level of knowledge of Health and Safety and Risk management procedures.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Proven experience of successfully managing and developing a team within a Facilities Management environment</li> <li>• Demonstrable leadership experience of project or change management</li> <li>• Extensive experience in a facilities management role</li> <li>• Proven experience of successfully managing operational budgets</li> <li>• Knowledge of the operational and specialised technical aspects of property services across multiple sites</li> <li>• Proven ability to draft specifications, tenders and contracts and effective management of contracted services</li> <li>• Ability to influence key stakeholders within a complex organisational structure</li> <li>• Competent user of computer/office software suites</li> <li>• Ability to produce written reports in a clear and concise manner</li> <li>• Ability to write/review policies and procedures</li> <li>• Experience within the same or similar sector (charity, healthcare setting)</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>

<b>Specific Skills</b>	
<ul style="list-style-type: none"> <li>• Ability to work at both strategic and operational level; tailoring your communication approach to suit your audience</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and social skills</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to build relationships, both internally and externally</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Proven organisational skills and the ability to make justifiable decisions and meet deadlines</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to communicate effectively at all levels of the organisation</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to contribute effectively to a team working environment</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to prioritise workload/manage time effectively</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Understanding of/commitment to the principles of confidentiality</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Understanding of and sensitivity to the needs of patients/service users</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Understanding of complex and conflicting demands on staff</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Clean driving licence</li> </ul>	Essential