



Job Description

Job Title	Head of Facilities
Responsible to	Chief Executive
Salary	£44,173
Hours	37.5
Location	Blackburn

KEY PERFORMANCE AREAS

- Responsible for compliance with legislation, best practice guidance and quality standards for facilities management including the buildings, the grounds and garden at Park Lee Road and the retail premises owned and leased wherever they are situated.
- To manage external contractors undertaking maintenance, service, or project works
- To ensure that all contractors comply with site rules, risk assessments, permits to work and Health & Safety requirements.
- To ensure that all facilities management activities are carried out in compliance with relevant UK legislation and internal policies including PUWER, LOLER and COSHH.
- To ensure that statutory inspections (e.g. LOLER, LEV, pressure systems, electrical testing) are completed and documented.
- To ensure the buildings and grounds are safe, secure, clean and tidy and well maintained.
- To ensure that contracts and the maintenance plan represent value for money and be instrumental in their negotiation, renewal and performance management.
- To ensure that contracts are in place for a 5yr maintenance plan (In line with the lease obligations); a cleaning contract is in place and monitored; private laundry services are in place; a gritting contract is in place and liaise with NHS Property Services as required.
- To develop and monitor budgets including standalone projects. To be responsible for the safe keeping and use of the hospice credit card and petty cash.
- Act as the lead for organisational Health and Safety; Fire Safety; Infection Control (Inc mask fitting FFP3) and the Equipment User Group – proactively managing these groups and reporting to Hospice Governance committees as requested. Carry out bi - annual audits as required.
- To promote a culture of safety, quality and continuous improvement.
- Play a lead role in the out of hour's process (currently in development).
- To maintain cash till and card facilities for reception (and work with Income Generation and Marketing Director (IGMD) to operate with catering, fundraising and retail operations wherever possible).
- As a senior member of the Hospice management team, work collaboratively with other Heads of Department on matters relating to Hospice development and to role model our values.

MAINTENANCE

- Plan with maintenance coordinator the continuous upkeep of hospice buildings, grounds, gardens and retail premises including the servicing, repairs or replacement of equipment.
- Manage the 5-year maintenance plan and develop and manage budgets for discussion with the CEO (line manager).

- Proactively obtain quotes for unplanned works/repairs for discussion to agree spend immediately or at a future date with line manager.
- Recruit, develop, support and supervise staff and volunteers to provide maintenance. Write role descriptions for volunteers and develop /carry out training to enable them to carry out works unsupervised – where appropriate.
- Lead and manage the maintenance team of staff and volunteers to ensure high-quality and timely delivery of maintenance in all areas.
- Provide written reports to Governance and subcommittees. To attend Governance and subcommittees as required.
- Produce written guidance and processes to provide facilities 24 hours a day and 7 days a week.
- Ensure that equipment is sent for repair or service, and a tracking procedure is in place until the equipment is returned in full working order.
- Support events held at the hospice, liaising with the organiser and ensuring that the event is safe and of a high quality.
- Maintain a PAT register – ensuring all equipment is listed and is tested within defined periods.
- Management of the hospice vehicles – ensure that they are roadworthy and used in accordance with hospice policies.
- Work proactively with NHS Property Services to manage maintenance outside of the hospice boundaries.
- Ensure that the lease terms and conditions in relation to maintenance is planned and budgeted for. And ensure that the lease commitments are met when planning all maintenance works.

CONTRACTORS

- Work on own initiative to identify, negotiate with, coordinate and monitor work completed by contractors on hospice site.
- Ensure that contracts represent quality and value for money, including (but not limited to) security, cleaning, laundry, water management, waste removal, maintenance and building services.
- Work with contractors carrying out work on hospice sites to ensure compliance and to identify and mitigate any risks through to completion of all projects.
- Advise on utilities contracts as required on all hospice sites.

DOMESTIC AND PRIVATE LAUNDRY SERVICES

- Ensure that domestics and laundry contract is in place and meets specified requirements – for quality and VfM.
- Set, implement and monitor standards for housekeeping.
- Ensure audits are completed by contractors and actions are completed by the contractor. HOF to participate in audits once every 3 months.
- Establish a process for addressing cleaning issues.

CAPITAL SCHEMES

- To work as required on any bids to support capital schemes and to project manage any approved builds.

RISK MANAGEMENT

- To be the named Health and Safety lead working closely with other Heads of Department – particularly the Head of Quality & Governance.
- To lead on hospice security and work with others to maximise the best solutions for the hospice.
- Develop policies and Standard Operating Procedures to support the safe management of facilities, e.g. Health and Safety.
- Ensure safe systems of work are implemented and compliance is achieved in regard to all relevant legislation and codes of practice in respect of hygiene, fire safety, COSHH, Legionella, maintenance of medical equipment, etc.
- Conduct annual organisational risk assessments relating to facilities. Implement any arising action plans.
- Carry out bi-annual risk assessments of the hospice buildings and grounds.
- Ensure effective management of fire risk across all areas of the hospice.

- Liaise with the external Fire Expert to conduct annual Fire Risk Assessments at the hospice. Carry out any arising actions.
- Collaborate with HODs as necessary.
- Carry out annual risk assessments in Merton and Seigleman Houses and maintain evidence records for CQC and Lancashire Fire Service.
- Provide fire safety evacuation training for all staff at the hospice. Ensure that all fire safety equipment is serviced and tested to meet legislative and best practice guidance.
- Liaise with the Head of Corporate Support Services to keep a log on Blue Stream of evacuation chair training.
- Act as Fire Marshall when on duty and maintain training and a team of fire wardens to ensure that there is cover at all times.
- Keep the COSHH register (Control of Substances Hazardous to Health) up to date, request safety sheets and audit every 12 months.
- Monitor PPE for the hospice. Keep abreast of guidance and act with SLT when needed.
- Send annual compliance evidence to NHS Property Services

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties, ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health, Safety, and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations, including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals, promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality.

EQUALITY AND DIVERSITY

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

Date: March 2025	Post: Head of Facilities	Recruiting manager: Hilary Barrett		
	Criteria	Essential	Desirable	Tested By
Experience	E1 Minimum 3 years of experience managing facilities services	✓		Application, Interview
	E2 Effectively assessing and managing risk associated with facilities such as legionella, COSHH etc.	✓		
	E3 Managing, leading, motivating and developing a team to meet service and strategic objectives	✓		
	E4 Managing a budget effectively, demonstrating value for money	✓		
	E5 Experienced working on their own initiative to proactively achieve requirements of the role and deliver strategic objectives within an agreed timeframe	✓		
Qualifications	Q1 IOSH managing safely or NEBOSH General Certificate	✓		Application, Interview
	Q2 Recognised qualification in FM, Building Services (HNC, NVQ, IWFM		✓	
Knowledge	K1-Knows key requirements of legislation, best practice and quality standards associated with facilities management	✓		Application, Interview
	K2 – Understands key aspects of project management of a capital scheme		✓	
	K3 Understands the role of the volunteer and how to engage them to support service provision	✓		
Skills	S1- Skilled in developing systems and processes to ensure that facilities are being managed effectively across a 24 hour 7 day a week period	✓		Application, Interview
	S2 Negotiating with contractors and suppliers to secure value for money	✓		
	S3 Producing reports to provide assurance to governance committees that compliance with legislation, best practice and quality standards in			

	regard to facilities management is achieved S4- Effective management of the annual maintenance schedule for grounds and buildings S5 Working in collaboration to achieve shared goals and ensure effective working relationships S6 Presentation skills that supports the learning of others S7 skilled at effective time management to enable the coordination of multiple work streams and achievement of objectives within deadlines	✓ ✓ ✓ ✓	✓	Application, Interview
Personal Attributes	PA1 able to maintain appropriate, respectful and professional relationships PA2 Punctual, reliable attendance able to work flexibly to meet the needs of the service PA 2 Personal conduct is aligned with hospice stated values	✓ ✓ ✓		Application, Interview