

AFC Reference:	FAC/0143
Job Title:	Assistant Site Manager
Band:	4
Hours:	37.5 hours
Division/Service:	Corporate Division
Accountable to:	Facilities Manager (Operations)
Responsible to :	Facilities Site Manager

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

Job Purpose :

Facilities employ a variety of support staff to help maintain a clean, safe and welcoming environment. The role of FMTL is to provide first line management within their remit to all Facilities Management Assistants (FMA's).

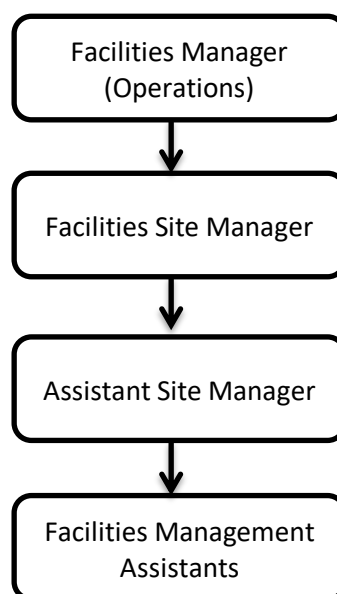
Within our estate we operate a variety of different services and environments, including;

- Inpatient mental health facilities
- Staff and service user residential accommodation

- Rehabilitation areas
- Respite areas
- General office buildings

The role of the FMTL is an integral part of our service delivery, ensuring all cleaning, catering and transportation tasks are achieved and maintained in line with trust values, policy and procedure as well as national guidance and statutory compliance.

Organisational Chart :



Principal Responsibilities:

1. To manage a team of staff, prioritising and allocating work as appropriate including monitoring.
2. To undertake all necessary and appropriate Personal Achievement and Contribution Evaluations (PACE) in a timely and effective manner, in accordance with Trust guidelines.
3. To assist the Facilities Site Manager in the day to day smooth running of the Soft FM service, including portering, cleaning, catering and linen duties. To achieve safe service delivery in waste management, fire safety and all aspects of Health and Safety and security of the site.
To ensure that all cleaning schedules are kept up to date and readily accessible.
To be responsible for cleaning audits and ensure they meet NHS Cleaning Standards.
4. To Monitor and manage performance and attendance in accordance with Trust Policies. This will include issues with Human Resources and sickness issues. Completing and authorising of Health Roster, and associated systems.

5. The post holder is expected to support the management goals of the department, developing a working relationship with their Line Manager that is mutually beneficial for the individuals concerned as well as the department. This includes:
 - a. To ensure that all staff attend training and are kept up to date with mandatory and local job specific training. To be responsible for the induction of new staff and support online training. To be responsible for maintaining own professional development.
 - b. To ensure all equipment is kept in a secure, operable and clean condition at all times, reporting hazards, defects or adverse incidents in line with operational procedures.
 - c. To comply with all relevant Trust policies, i.e., Health and Safety, Equal Opportunity, Equality and Diversity and Incident Reporting.
 - d. Take personal responsibility for the completion of all duties in a safe and efficient manner and to maintain regular contact with line manager.
 - e. To work unsupervised and to use their own initiative in line with service requirements.
 - f. To develop a flexible working approach that enhances the ability of the department to meet its aims. To be responsible for effective communication to all site occupiers and to minimise disruption to services.
6. To carry out such tasks as may be assigned to them.
7. To stand in for, or represent their Manager when required.
8. To ensure that the appropriate working practices maintain a safe and secure working environment to all staff and patients. The provision of written documentation or records in support of HR issues will be provided to the Manager as and when requested.
9. The post holder will be expected to contribute to the effective running of the department by ensuring that a flexible approach is maintained within the team and so ensuring that the usage of overtime is kept to a minimum and eradicated where possible. There is also an expectation that the post holder will provide cover to other Team Leaders. This will include working with their Line Manager to ensure that working practices are constantly reviewed to ensure that best practice is maintained. This should be supported by the participation in all training provided.
10. To ensure that the accurate recording and input of shifts and rosters worked by staff is completed as appropriate, ensuring that staff work flexibly across all service areas and ensure the service has appropriate levels of staffing cover through rota planning.

11. To lead on all aspects (ordering, safety, menu reviews) and participate in the production of high quality meals.
12. To lead and maintain the highest standards in catering practices both in the preparation and presentation of the patients' / customers` meals. To maintain systems that ensure that catering is delivered safely and in accordance with statutory requirements.
13. Manage the provision of Personal Protective Equipment for all staff ensuring adequate replacing of same as appropriate and required.
14. To ensure that catering staff meet personal hygiene standards and ensure all catering practices comply with HACCP guidelines.
15. To assist in the implementation and supervision of cleaning schedules which are supplied and maintain the highest hygiene standards throughout the locations. To be responsible for ensuring that environmental standards relating to Soft FM are achieved and maintained across the site. This will include changes to priority risk areas which may necessitate differing working practices.
16. To comply fully with the Food Safety Management System.
17. To ensure that all Soft FM services meet agreed standards for quantity, quality and appearance and are produced and distributed on time in order to meet agreed schedules and deadlines.
18. To be responsible for checking the quality of food items delivered to the kitchen and stock rotation of provisions both in refrigerators / freezers and store rooms.
19. To ensure stock levels for all Soft FM requirements are sufficient to meet the needs of the service.
20. To be responsible for the economic use of provisions to ensure minimal wastage. To support the line manager in achieving a balanced budget.
21. To identify risks relating to the operation of the kitchen with regards to HACCP, COSHH, Health and Safety and risk assessments and support in the taking of appropriate action. To have awareness and knowledge of the latest Health and Safety requirements in connection with the management of an NHS inpatient site and to apply the knowledge in relation to all Soft FM Services.
22. To respond to all customer comments. To ensure that all catering inspections are carried out as and when required, this will include periodic customer satisfaction surveys.
23. To regularly review menus and products recipe and work in conjunction with the Catering Manager. To ensure catering services meet the therapeutic, nutritional, religious/faith and lifestyle requirements of the service user, liaising with appropriate professionals.

24. To assist and work with and support the FM Site Manager with capital and change programmes designed to improve the catering service. Assist the Facilities Site Manager in the delivery of departmental and Trust goals and objectives, as they relate to Soft FM Services.
25. To operate five days out of seven in line with service needs.
26. Any other duties that may reasonably be required and that are commensurate with the grade.
27. To assist in the process of recruitment and selection of Soft FM Staff, ensuring attendance at Trust and local induction programmes.
28. To work closely with and be the first point of contact for all external suppliers, in relation to the effective delivery of Soft FM services.
29. To assist the Facilities Site Manager in the implementation of business continuity plans to ensure safe and effective Soft FM service delivery. Order, check on delivery and ensure correct storage.
30. To work closely with the Hard FM Contractor and their support staff to deliver effective and efficient operational processes in connection with the smooth running of the premises.
31. To report adverse incidents in line with operational procedures and support all investigations.
32. To undertake and record all environmental checks and monitoring of all areas as directed. For example; National Specifications of Cleanliness audits with agreed audit tools and to assist in PLACE inspections as required by the Facilities Site Manager.
33. To undertake the administration of car park permits and ensure the safe operation of the car park liaising with external contractor.
34. Assist with providing access and hold keys for all areas.
35. Communication and relationship with a broad spectrum of people both internal and external to the trust i.e. Facilities Site Manager, Facilities Management Assistants, Estates and Facilities Team Representatives, Senior Managers within the Trust, Service Users and Carers, Hard/Soft FM Contractors, PLACE Team, Modern Matrons/Ward Managers and other clinical representatives and Infection and Prevention Control Leads.
36. To stand in for other Facilities Manager Team Leaders as required. There may also occasionally be a requirement in the event of shortages becoming critical for the post holder to cover the duties of an FMA.

Generic Responsibilities for all staff:

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	<ul style="list-style-type: none"> • Institute of Occupational Safety and Health (IOSH), Managing Safely or CIEH Level 3 Health and Safety or equivalent • Chartered Institute of Environmental Health (CIEH) or equivalent Level 3 Food Hygiene Certificate 	<ul style="list-style-type: none"> • ECDL or equivalent • NHS experience and training in safety, health, and catering, cleaning or estates responsibilities • Recognised Supervisory Management qualification (ILM Level 3 or above)
KNOWLEDGE/EXPERIENCE:	<ul style="list-style-type: none"> • Experience of working in Soft FM services • Evidence of Budget Management • Knowledge and practical application of food safety to include HACCP principles • Understanding of current NHS standards and their implications for the department 	<ul style="list-style-type: none"> • Experience of working in the NHS in a supervisory role.
VALUES:	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet 	<ul style="list-style-type: none"> •
SKILLS:	<ul style="list-style-type: none"> • Ability to manage staff, function as the leader of a group and support the management objectives of the department and trust • Excellent IT skills • A team player with excellent interpersonal skills • Ability to work on own initiative • Motivational Skills • Problem solving skills 	<ul style="list-style-type: none"> • Engagement of service users/patients in facilities planning or reviews • Has worked in a multi skilled and multi site facilities environment before

	<ul style="list-style-type: none">• Tact and diplomacy skills• Previous experience of supervising a team.• Is flexible and has a positive approach to management and meeting the needs of service users.• To be able to implement catering and hospital Policies.• Willingness to be trained and offer on the job assistance to new starters as required• To support first line management tasks including disciplinary, sickness management, resource allocation.• Will deliver the agreed tasks, assigned.• Strong customer service belief	
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