

Facilities Manager Job Description

Reporting to Service Manager

Department UK Services

Purpose of the job

To supervise the ancillary team at the respective service, ensuring efficient, effective safe and compliant deliveries in the following areas: activities, catering, maintenance, transport, and domestic services.

This includes taking accountability for the following aspects:

- Line management of the team members.
- Managing the budgets of the relevant areas.
- Ensuring compliance to relevant health and safety regulations, and any other relevant regulations, policies and guidelines.
- Delivering services in line with Leonard Cheshire's values, policies and standards.

Key responsibilities

Leading a team

- Take accountability for the day-to-day management of employees in the following areas: activities, catering, maintenance, transport, and domestic services, ensuring that services are delivered in a professional manner, in line with all relevant regulations, policies and procedures.
- Provide practical induction training to new staff and promote on-going employee development through personal reviews, regular supervisions, annual appraisals and team meetings, monitoring performance and providing feedback and coaching where appropriate, to ensure required levels of performance are met.
- Ensure that any agreed training for team members is delivered whilst ensuring that training and development of team members is appropriate for service requirements.
- Organise and manage the rostering process for the team so that sufficient staff are provided in accordance with the requirements of the service and customers.
- Assist the service manager with all recruitment of all direct reports.
- Ensure confidentiality is always maintained in the provision of ancillary support to all customers.
- To be an example as a leader by living out Leonard Cheshire's values when performing the role.

Activities programme

- To line-manage the Activities team and to ensure delivery of a high-quality social and recreational activities programme, which meets the needs of our clients and is delivered within the designated budget.
- Maintain an awareness of the individual customer risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.

Catering services

- To line manage the catering team and to be responsible for the provision of a high-quality cost-effective, catering service within the service, which is delivered within the designated budget.
- Ensure food stocks are checked and stores ordered regularly and oversee the receipt and storage of food stuffs and stock records ensure food invoices are checked and forwarded to the financial/accounts administrator for processing.
- Review quality standards with service manager and regularly discuss catering issues in light of changing legislation and purchasers' demands.
- Liaise with care teams and customers with the provision of suitable menus, encouraging customers participation in the selection of menus, in consultation with the deputy/service manager.
- Liaise with domestic services to ensure eating areas are kept clean and ensure rubbish is correctly disposed of.
- Carry out necessary risk assessments and HACCP analysis system for the kitchen and associated areas.

Maintenance services

- To line-manage the maintenance team, ensuring that all aspects of maintenance are delivered in line with the needs of the service, Leonard Cheshire policy and regulatory requirements, reported to senior managers and are delivered within the designated budget.
- Develop and maintain effective working relationships with Leonard Cheshire's property management function to ensure the required maintenance of the service.
- In conjunction with the maintenance team plan and implement a proactive maintenance schedule for agreement by the service manager incorporating any risk assessment requirements.
- To be responsible for ensuring ongoing safety checks take place of all electrical equipment in the building as required for annual certification (PAT Testing).
- To ensure that any service agreements with external contractors or purchases on behalf of the service are agreed beforehand with the line manager and are within pre-agreed limits.

Transport services

- To line-manage the drivers and escorts, ensuring that the service has adequate transport services, providing training for voluntary drivers and staff using the service vehicles, ensuring that this service is provided within the designated budget.
- To ensure the transport team are appropriately trained to carry out their role including MIDAS health and safety and safeguarding training.

Domestic services

- To line-manage the domestic services team, ensuring the delivery of a cleaning and laundry service which meets the needs of the service and customers, and maintains the required standards of cleanliness, health and safety, and other requirements, and is delivered within the designated budget.

General responsibilities

- To manage the budgets for the various areas, ensuring delivery within allocated budgets, monitoring trends in the staffing budget and the associated costs, and discussing remedial actions with the service manager, as required.
- Implement and oversee reporting systems as discussed and agreed with the service manager and or outside inspectorates.
- Work within the regulatory and compliance requirements at the respective service, including ensuring compliance with all health and safety policies and procedures, compliance with Leonard Cheshire and any local safeguarding and mental capacity act (MCA) policies and procedures.
- Participate in supervision, team or service meetings and training activities (including updates) as required, sometimes off-site and out of normal hours.
- To be responsible for maintaining and improving own knowledge and skills through experience and training.
- Undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development.
- Undertake any other reasonable duties as requested.

Person specification

Essential requirements

- To have experience of supervising other staff.
- To have experience of working within a budget.
- To have demonstrable experience of researching, planning and organising activities.
- To be able to work flexibly in accordance with the needs of the service.
- To have a full, clean driving licence if driving is required.
- To have experience of working with customers who have disabilities (desirable).

- To have knowledge of customer self-advocacy and empowerment.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

Key competencies and skills

- To have good interpersonal skills.
- To have good verbal and written communication skills.
- To have strong organisational skills, and attention to detail.
- To be able to complete and maintain accurate records, maintaining confidentiality at all times.
- To be able to train, coach, motivate and develop a team as required.
- To be able to work alone and as part of a team.
- To demonstrate an understanding of the needs of disabled people.
- To have knowledge of health and safety legislation.
- To be able to use standard Microsoft IT packages.

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

