

##### JOB DESCRIPTION

##### JOB TITLE: Head of Facilities Management – Practice Plus Group

**RESPONSIBLE TO: Facilities and Infrastructure Director**

## **JOB SUMMARY:**

Lead the development of the Facilities Management (FM) function in the achievement of all aspects of its agreed strategic, tactical and delivery goals.

Lead the successful delivery of a high quality, professional and sustainable FM service across all Practice Plus Group sites, business units, and locations in accordance with all the relevant and applicable statutory, and regulatory frameworks, industry guidance and all relevant Practice Plus Group contractual obligations, policies and procedures.

Be responsible for all aspects of FM within the Practice Plus Group property portfolio and to oversee and ensure the ongoing and overall compliance for all property aspects of the whole estate as well as the related service partners’ delivery.

Develop the service partner relationship with all service partner companies to ensure value for money, and the best possible outcomes for the ongoing service delivery and long-term development of the relationships.

Lead from the front and provide customer focused and widely visible FM leadership across the business. Ensure that the wider FM team including partners and specialists deliver a coordinated and exemplary service to the business.

Act as a key contributor at the senior leadership team level.

### Key Responsibilities

* Full line management and development of the team that includes a Senior Facilities Manager and a Facilities and Infrastructure Manager. Accountable for all staff within the FM team, ensuring that all people related processes, such as appraisal, HR policy implementation etc. are undertaken on a timely basis. Create training and development plans for the team.
* Develop and maintain policies, processes and procedures necessary to ensure consistency and compliance of all of the property and FM services.
* Actively ensure that Practice Plus Group assets are fully maintained to the agreed/required standards and the relevant internal protocols, and that all periodic servicing certificates and engineering log books are completed and kept up to date.
* Oversee the development and implementation of a dynamic planned preventative maintenance system of management for all property assets, plant and equipment, including regular monitoring and trend analysis and life cycle planning utilising the full extent of the FM service partner’s CAFM systems.
* Oversee service partner activity through a planned programme of formal contract review meetings and inspections at a site level and to ensure service partner interventions are appropriate, to a satisfactory standard, cost effective and proportionate, and prioritised effectively and in accordance with business need. Ensure that related compliance and maintenance documentation is generated and that any necessary actions are managed to a successful conclusion.
* Accountability for ensuring FM operations and maintenance interventions are compliant with the relevant regulatory standards, specific CQC requirements and all other relevant legislation at all times and in accordance with all relevant internal Practice Plus Group policies and procedures.
* Under the direction of the Facilities and Infrastructure Director, inform the development and implementation of the life cycle management for all property assets, plant and equipment, including regular monitoring and trend analysis and life cycle planning with a view to informing the planning and budget control of an elemental replacement programme for future years.
* Provide relevant technical support to identify root causes of any associated problems and to identify and ensure the implementation of robust solutions that include reviews of lessons learnt being applied across the estate.
* Co-ordinate (including technical review) work undertaken, commissioned and delivered by other service partners in relation to PQS, architecture, interior design, M&E services, structural engineering, energy and utilities, building and engineering services including integration with medical and diagnostic equipment as instructed by the Facilities and Infrastructure Director
* Ensure technical support is made available to the wider Practice Plus team on a call off basis including in relation to supporting the understanding of the infrastructure and support to sterilisers, CSSD maintenance, ventilation, air conditioning, heating, medical equipment, and all other technical systems.
* To ensure close working and appropriate liaison between the FM Team and the Infection Prevention and Control, Health and Safety, and Quality and Governance Assurance teams and provide functional support, advice, guidance, and reporting information as necessary.
* To routinely monitor Datix information in relation to potential Facilities Management issues and where applicable identify and implement appropriate remedies.
* To co-ordinate and ensure timely completion of the annual internal ESG return.
* To routinely review insurance reports and ensure any appropriate related courses of action are progressed.
* To oversee the day-to-day management of 1330 Arlington Business Park and the in-house Reception Team and to ensure any necessary liaison with the landlord is undertaken in an efficient and prompt manner.
* To undertake ad hoc projects and participate in any related projects either based within the Service Lines or across the Practice Plus Group as appropriate.
* To operate and participate in an “on-call” rota.
* To work closely with all Health Care central support functions as necessary.
* To comply with all Practice Plus Group policies and procedures.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**Person Specification – Head of Property and Facilities Management**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Industry accredited relevant qualification/s.
* Membership of either or both MBIFM or/and MIHEEM.
 | * Significant ongoing training and development record including relevant technical and management topics.
* Project Management qualifications.
* Health and Safety qualification e.g. NEBOSH.
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| Experience | * Experience of managing a function and a functional team
* Demonstrable contract management and service partner relationship management experience.
* Excellent stakeholder management and engagement experience.
* Experience of being accountable for the management and successful administration of a significant budget.
* Technical M&E background, preferably with a Mechanical Services and building projects bias.
* Technical and operational building management experience.
* Significant project management experience.
* Working experience in technical engineering, management, and safety management including Permits and authorities to work.
* Experience of Quality Improvement programmes.
 | * Experience of operating at a senior level in a health care delivery environment with excellent and demonstrable understand of HTMs, preferably specific health care related training and qualification
* Management experience in a multi-site organisation.
* Experience of contract management and negotiation.
* Property and lease negotiation experience, entry and exit.
* Root cause analysis experience and understanding.
* Detailed working understanding of medical gases and hospital specific systems.
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| **Skills and Knowledge** | * Very strong leaderships skills.
* Ability to lead and work as part of a team.
* Steps up and also in to deliver personally in the teams and leads by example.
* Excellent budgetary skills.
* Excellent presentation skills.
* Strong Interpersonal skills.
* Strong verbal and written skills and the ability to effectively communicate at differing organisational levels.
* Resilience and confidence to work autonomously.
* Strong stakeholder management and relationship building skills.
* Customer care awareness and the knowledge required to deliver a high level of customer satisfaction.
* The ability to contribute from a functional strategic perspective but also to pay attention to detail when necessary.
* The ability to deliver organisational objectives.
* Excellent IT literacy with good use of MS Office tools such as Excel, PowerPoint, Word and One Note.
 | * Familiarity with the applicable regulations and standards that relate to FM within a health care delivery environment.
* Previous experience of AP or and AE roles.
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| Other Factors | * A commitment to providing high quality service.
* Ability to work in a collaborative and supportive manner whilst under pressure to meet targets and deadlines.
* Enthusiastic.
* Personable.
* Confident.
* Ability to work within a multi-cultural environment.
 | * Sense of humour.
* Energetic.
* Empathy.
* Keen to learn.
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