



Job Title: Facilities Manager

Salary: £41,700 - £49,000 (Mulberry grade – Foxglove)

Department: Facilities

Reports To: Head of Facilities

Contractual hours – 37.5 hours per week

Contract Type: Permanent

Plan: What You'll Do

As the Facilities Manager you will:

- Lead and deliver an effective housekeeping operation ensuring systems and processes are efficient and aligned with organisational goals.
 - Deputise for the Head of Facilities when needed to.
 - Support the delivery of the annual health & safety audits, working collaboratively with consultants and staff to achieve high standards of safety at the hospice.
 - Ensure all estates infrastructure work efficiently and effectively, meet the required Trinity standards and fulfil all statutory and regulatory obligations
 - In conjunction with Health and Safety Consultants, to ensure the internal and external environment is safe and that all relevant risk management activities (including incident management system) are completed to required standards
 - Support the procurement of facilities management service contracts including all planned, preventative maintenance (PPM) requirements ensuring excellent supplier relationship management to hold contractors to account
 - Manage and develop ten staff members in the housekeeping department.
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Grow: What's in it for You

At Royal Trinity Hospice, we focus on nurturing your professional journey

- **Learning:** Access tailored training and continuous development opportunities.
 - **Decision-Making Impact:** Influence decision making by utilising data analytical skills to make informed decisions on facilities related activities.
 - **Growth:** Play a key role in shaping a high performing facilities department, driving innovation and impact for patients.
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Think: Who We're Looking For

- Uses data to inform decisions and improve the use of the estates infrastructure at the hospice including facilities helpdesk management.



- Can apply appropriate operational oversight and a service delivery mindset in facilities management to provide a comprehensive facilities service to all buildings, plant and equipment owned by the hospice.
 - Has a collaborative mindset to build relationships across the organisation and can support and influence people across the hospice.
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Show: How You'll Shine

Your success in this role will come from Integrity and Excellence:

- Leading the Housekeeping team with integrity and fostering a positive, solution-focused approach.
 - Demonstrating strong communication and interpersonal skills to influence effectively both inside and outside of the facilities team.
 - Developing and maintaining robust systems that align with organisational strategy and objectives.
 - Ensuring operational excellence while navigating complex challenges with agility including supporting the delivery of the long-term estates strategy.
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Know: What You'll Need

- **Education:** IWFM Level 4+ or equivalent and NEBOSH/IOSH health and safety qualification or working towards completing it with evidence of continuous professional development.
 - **Experience:**
 - Significant experience in facilities management roles.
 - Ability to explain technical facilities information and processes to non-facilities colleagues.
 - **Skills:** Proficient in facilities related processes including technical elements to the operation of the plant and building management system. Good working knowledge of Microsoft Office tools.
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Why Join Us?

At Royal Trinity Hospice, we are committed to:

- **Innovation:** Enhancing patient facing facilities services with a forward-thinking approach
- **Inclusion:** Building an environment where every team member feels valued
- **Impact:** Supporting the facilities and estates management of the hospice that underpins our mission to deliver exceptional care.

**ROYAL TRINITY HOSPICE
PERSON SPECIFICATION**

DEPARTMENT	JOB TITLE
Facilities	Facilities Manager

CRITERIA RELEVANT TO ROLE	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATIONS	<ul style="list-style-type: none"> • IWFM Level 4+ or equivalent • NEBOSH/IOSH • Evidence of continuing professional development 		A
SPECIFIC COMPETENCIES FOR ROLE e.g. communication, problem solving, leadership	<ul style="list-style-type: none"> • A solution focussed approach to problem solving and relationship management. • Strong interpersonal skills, able to quickly build credibility and influence at all levels of the organisation. • Strong communication skills, both written and verbal, with the ability to present complex information, taking account of the needs and level of the audience. • Good standard use of MS Office suite. • Ability to be flexible and adaptable • Able to work to tight deadlines and pay attention to detail • Excellent verbal and written skills • Customer focused, with drive to deliver high quality patient facing services 		A/I

<p>PROFESSIONAL/ SPECIALIST/ FUNCTIONAL EXPERIENCE e.g. customer care experience, able to work under pressure</p>	<ul style="list-style-type: none"> • Experience of delivering facilities management services • Experience of supporting refurbishment projects and other complex programmes • Good knowledge and experience of all health and safety issues, preferably related to a healthcare environment • Experience of managing and developing teams under management • Experience of policy development with particular emphasis on health and safety matters 	<ul style="list-style-type: none"> • Previous exposure to departmental budgets • Previous experience managing a team department in a healthcare setting • Experience of negotiating and procuring facilities management contracts based upon best practice principles • Experience of managing multiple contracts and relationships with suppliers 	<p>A/I</p>
<p>VALUES AND BEHAVIOURS e.g. adaptability, able to work as part of team, promotes respect and dignity</p>	<ul style="list-style-type: none"> • We will expect your values and behaviours to mirror those of the Hospice 		<p>A/I</p>
<p>SPECIAL REQUIREMENTS e.g. flexible to working patterns and working weekends, work under pressure</p>	<ul style="list-style-type: none"> • Ability to work flexibly as required and according to the needs of the organisation to ensure the delivery of a high-quality multi disciplined facilities service. 		<p>A/I</p>