

**JOB DESCRIPTION & PERSON SPECIFICATION**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

|  |  |
| --- | --- |
| **ROLE:** | **Support Services Manager – Part Time (25 Hours)** |
| **REPORTS TO:** | Head of People, Culture and Support Services |
| **PAY BAND:** | Level 5 |
| **LOCATION:** | Hospice HQ |

**PURPOSE OF ROLE:**

Our Support Services Teams are a vital component in Hospice’s delivery of high quality patient care across our Hospice building. The purpose of this role is to lead and manage the Support Services team, ensuring that our Housekeeping, Catering, Estates, Gardening and Health and Safety services continue to deliver to an excellent standard. The person in this role will lead on the delivery of both day to day and project related work across the Hospice site.

This role has direct line management of six people across the five functions and will be responsible for an overall team of 11.51 FTE.

**KEY DUTIES:**

* Providing role model leadership and management to the whole Hospice’s Support Services team and taking the lead on maintaining high morale with an optimistic, can do culture
* Providing full performance management support to direct reports including setting objectives, undertaking appraisals, motivating and coaching team members to maximise their capability and capacity to deliver
* Monitoring progress towards and the delivery of agreed objectives; and maintenance of standards and requirements across teams
* Building and maintaining positive and productive working relationships across all teams of Hospice, working collaboratively with teams to achieve the most appropriate outcomes
* Ensuring legal or regulatory compliance is achieved where required, including taking responsibility for Registration & Inspection submissions on behalf of Support Services during annual inspections and leading on the follow up of action plans from audits
* Leading on or undertaking appropriate record keeping and administration
* Recommending and providing business cases for new activities or projects that will deliver benefit to Hospice
* Working with the Estates Officer and Contracts Manager to make the case for buildings and equipment projects and replacement
* Representing and advocating for Support Services in appropriate meetings
* Reviewing and updating relevant policies and procedures
* Budgetary management for Support Services spending activities including comparing quotes and approving spend/invoices within an agreed budgetary limit
* Creating and contributing to funding bids for support services related grants – e.g. buildings maintenance items, kitchen equipment
* Working productively with external contractors, architects and other experts
* Identifying and following through opportunities to be more effective or efficient

**Health and Safety**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

The postholder will take a lead role in managing health and safety across the Support Services function including ensuring that tasks that are undertaken by internal team members and contractors are done so with appropriate health and safety management in place to proactively minimise risks, e.g. undertaking risk assessments, method statements and completing permits to work. This will ensure that the Hospice environment also remains safe for patients, visitors and the wider workforce whilst work is in progress. Where incidents do occur this postholder will investigate and resolve them, ensuring that any learning is gained and applied.

The postholder will also be a Fire Officer/Co-ordinator.

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Person Specification: What we need you to bring**

|  |  |  |
| --- | --- | --- |
| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| People Leadership or Management qualification (e.g. ILM, CMI | **D** | **A & I** |
| Facilities, Building, Catering or Health and Safety qualification – **OR** sufficient experience in lieu of qualification | **E** | **A & I** |
| **Experience:** | | |
| Leading and managing people to achieve positive results | **E** | **A & I** |
| Experience in one or more of the following - Facilities, Building/Estates, Housekeeping, Catering, Health and Safety or similar | **E** | **A** |
| Working within a healthcare or similar setting | **D** | **A** |
| **Skills/Competencies:** | | |
| Good administrative skills including the ability to maintain effective records and reports | **E** | **A & I** |
| Multi-task orientated with the ability to effectively manage and deliver against a range of priorities and tasks/projects at the same time | **E** | **A & I** |
| Ability to negotiate contracts with service providers | **E** | **A & I** |
| Project management skills | **E** | **A & I** |
| Good communicator who is able to build positive relationships with a wide range of people at all levels of the organisation | **E** | **A & I** |
| Strong IT skills | **E** | **A & I** |
| Good leadership skills | **E** | **A & I** |
| Ability to understand and manage budgets | **E** | **A & I** |
| Good attention to detail | **E** | **A & I** |
| Customer focused approach | **E** | **A & I** |
| Knowledge of and/or hands on skills of building systems, e.g. electrics, plumbing, fire safety | **D** | **A & I** |
| **Personal Qualities/Behaviours:** | | |
| Ability to remain calm whilst managing a wide variety of people, tasks and variable information across different functions | **E** | **I** |
| Motivated by the opportunity to undertake meaningful work within a charity | **D** | **I** |
| Self motivated, proactive and optimistic approach – focusing on and delivering what can be achieved | **E** | **I** |
| Willing to demonstrate behaviours at work that are in accordance with Hospice’s values to:  Act with Compassion  Be Collaborative  Commit to the Cause | **E** | **I** |
| **Other:** | | |
| IOM Worker | **D** | **A** |
| Driving Licence | **D** | **A & I** |

|  |  |  |  |
| --- | --- | --- | --- |
| **How we will assess you** | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical competence |