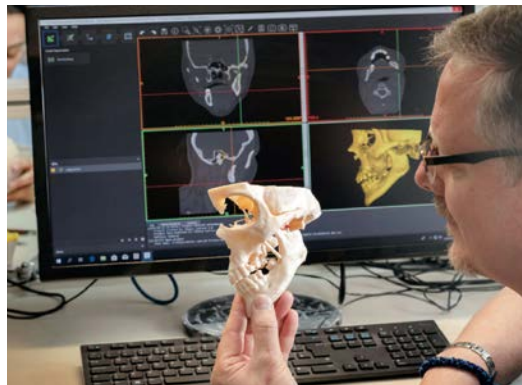




**St George's
University Hospitals**
NHS Foundation Trust



Assistant Director, Facilities Directorate

Candidate information pack

January 2024



Welcome

We are seeking a new Assistant Director, Facilities Directorate

St George's University Hospitals is one of the country's principal teaching hospitals – with more than 9,000 staff – and yet retains a deep sense of community. We have strong links with the local populations we serve whilst being recognised nationally and internationally as a leader in research and innovation.

As we evolve, our estate will need to be both an enabler and driver for change, supporting the delivery of our current and future strategic objectives. It is our ambition for the estate to enhance the delivery of outstanding and compassionate healthcare for our staff, patients, visitors, and communities through a flexible, therapeutic, sustainable estate that harnesses the power of digital technology, and embraces net zero carbon.

To do this, we will need to make the right investment decisions at the right time. Against this backdrop, there is no better time to join us.

If you would like to have an initial conversation, please contact our recruitment partner, **Brendan Davies**, at Hunter Healthcare on **07585 356985** or by email at **bdavies@hunterhealthcare.com**



About the Trust

Since the opening of the original St George's Hospital on Hyde Park Corner in 1733, St George's has built an international reputation for quality of care, education, research and medical advances.

Our main site, St George's Hospital in Tooting – one of the country's principal teaching hospitals – is shared with St George's, University of London, which trains medical students and carries out advanced medical research. St George's Hospital also hosts the St George's, University of London and Kingston University Faculty of Health and Social Care Sciences, which is responsible for training a wide range of healthcare professionals from across the region.

Our organisation is large – with more than 9,000 staff – but retains a strong sense of community.

We have strong links with the populations we serve but are also recognised nationally and internationally for being a leader in research and innovation. This enables us to attract staff from all over the world.

Nine years ago, in February 2015, St George's became an NHS Foundation Trust. As the largest healthcare provider in south west London, our two hospital sites at St George's Hospital and Queen Mary's Hospital in Roehampton serve a population of 1.3 million.



As a provider of many tertiary services, such as neurosciences and paediatric medicine, we also offer care for significant populations in Surrey and Sussex, totalling around 3.5 million people. Even further afield, we provide care for patients from across the south west of England in specialties such as complex pelvic trauma.

Other services are even more specialist, and our family HIV care service and expertise in bone marrow transplantation for non-cancer diseases mean we treat people from across the country.

St George's is one of the four major trauma centres for London, and home to hyper acute stroke and heart attack centres. We operate one of London's four helipads, which means we treat some of the most unwell and severely injured patients from across the south of England.

We are a major centre for cancer services: St George's Hospital is one of only two designated children's cancer centres in London, and the seventh largest centre for cancer surgery/chemotherapy in London.

We are one of London's largest children's hospitals, with one of only four paediatric trauma units in the city region. St George's Hospital also hosts the only paediatric intensive care unit in south west London. We are one of the top three centres for specialist paediatric surgery in London, and a centre of excellence in foetal medicine.



Our strategy

The NHS is facing and will continue to face many pressures as we emerge from the Covid-19 pandemic and our estate needs to be fit for purpose for the 'new world' to support clinical delivery effectively. However, ensuring a safe and sustainable environment, maintaining our facilities, and delivering excellent services will always be at the core of what we do in estate management.

In the future, our estate will need to be both an enabler and driver for change, supporting the delivery of our current and future clinical and other associated Trust strategies and strategic objectives.

It is our ambition for the estate to enhance the delivery of outstanding and compassionate healthcare for our staff, patients, visitors, and communities through a flexible, therapeutic, sustainable estate that harnesses the power of digital technology, and embraces net zero carbon. To do this, we will need to make the right investment decisions at the right time.

Our Estates Strategy builds on our key Trust documents such as The Trust's Clinical Strategy, collaborative documents such as the Wandsworth Borough Estates Strategy, and it addresses the challenges set by the NHS Long Term Plan by capturing the Trust's future plans for the estate.

Our strategy commits the Trust to fulfil our ambition of providing, developing, and maintaining a more efficient, better maintained, high quality, sustainable and flexible estate that has high levels of utilisation. It provides a framework to deliver an overall estate vision that supports the delivery of corporate and clinical aims, as well as those of the wider healthcare system and partners.

For more information on our strategy, please download it [here](#).



Our Green Plan

The NHS recently launched its commitment to delivering a Net Zero Health Service, recognising that climate change poses a major threat to our health as well as our planet.

The NHS recognises that the environment is changing, that change is accelerating, and this has direct and immediate consequences for our patients, the public and the NHS.

We at St George's are committed to delivering our contribution to the net zero plan and to adopt the broader principles of sustainable development.

Our Sustainable Development Green Plan (Green Plan) forms a key first step in helping us develop a sustainable healthcare strategy. Working in tandem with our new Estates Strategy it helps us to identify carbon, financial and waste savings as we look to grow and improve our estate.

Our Green Plan outlines key work streams that will contribute to the continuous improvement of sustainability across St George's and set us on our way to net zero. It requires Trust-wide awareness and contributions to become a success. We owe it to future generations to ensure that we deliver this plan. For more information, please see our Green Plan [here](#).



St George's, Epsom and St Helier Hospital Group

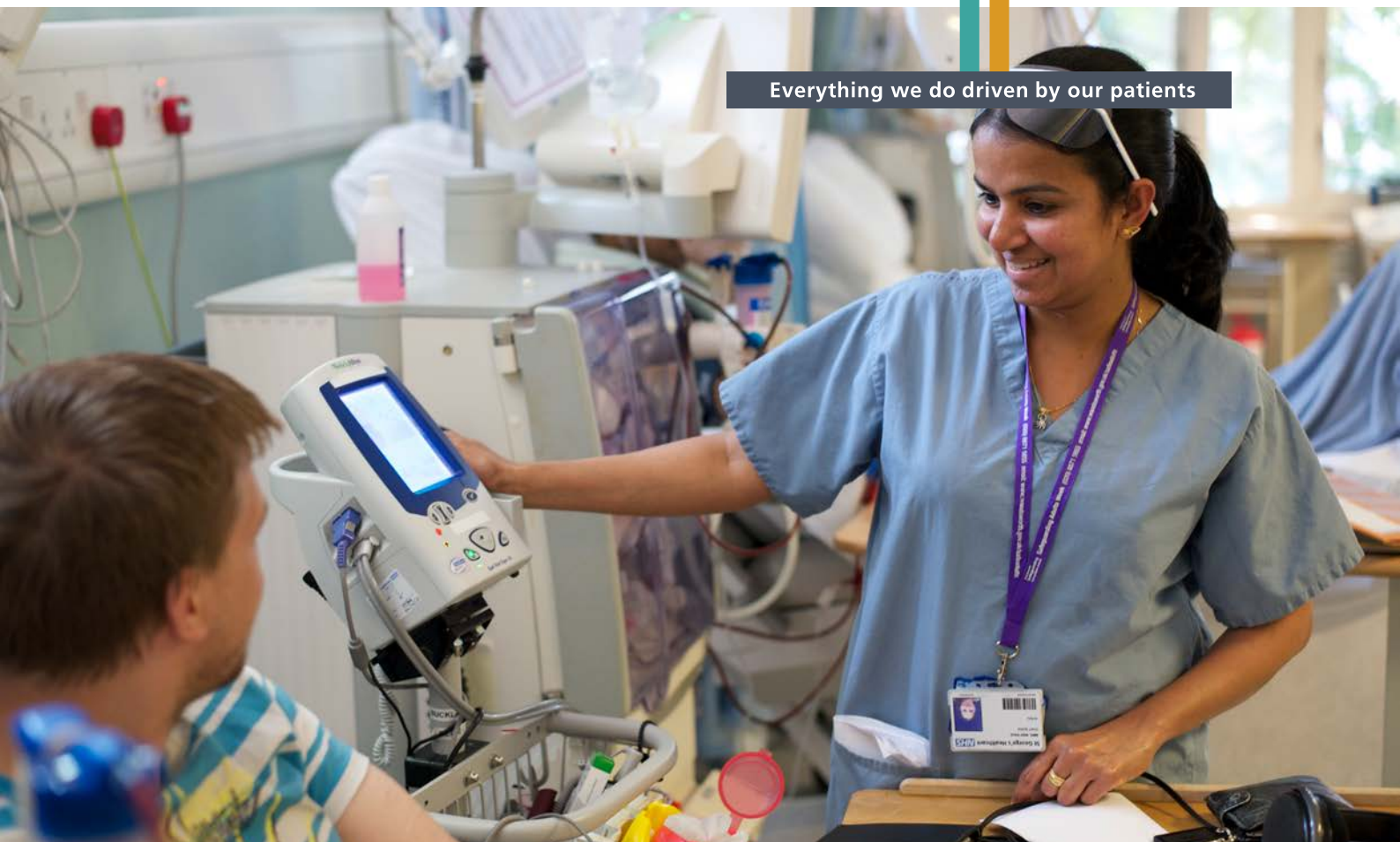
After years of collaboration and creating closer working ties, Epsom and St Helier University Hospitals NHS Trust and St George's University Hospitals NHS Foundation Trust formed a hospital group. Jacqueline Totterdell was appointed Group Chief Executive in August 2021.

Gillian Norton, is chair of both Trusts and took up the role as Chairman in Common in 2019.

Working as a hospital group allows for more joined-up decision making for the benefit of local people, a larger and more resilient clinical workforce, reduced variation in levels of care, and more access to a wider range of services for our patients.

Epsom and St Helier and St Georges remain two separate Trusts but with one executive team enabling us to work closer together and build on our strong foundations.

We already work closely together and run joint services such as the South West London Pathology Network and we're building a specialist kidney unit to improve care to our patients. For more information, please see the full strategy [here](#).



Job description

Job Title:	Assistant Director, Facilities
Band:	8D
Hours of Work (p/w):	37.5
Service Centre/Directorate:	Corporate Division – Estates and Facilities Directorate.
Base:	St George's Hospital but the postholder may be required to work at any of the Trust's sites.
Accountable to:	Director of Estates and Facilities.
Reports to:	Deputy Director of Estates and Facilities.
Responsible for:	To be responsible for a portfolio of Facilities Services across the Trust's estate and to ensure that services are effective and efficient value for money and in accordance with national guidelines, statutory and mandatory legislation including the line management of the General Manager Facilities Hotel Services, General Manager Facilities Support Services and their teams.
Key working relationships:	All staff within the Estates and Facilities Directorate, other Trust staff, directors, senior managers, patient forums, external consultants, contractors, suppliers, agency staff and various third party organisations as required by the Directorate to ensure effective and efficient delivery of services.
Role of the Department:	To provide a clean, comfortable, safe, secure and welcoming environment for patients and staff with a wide range of Facilities Services utilising a diverse workforce. Facilities Services are to be in line with all Government targets and initiatives and mandatory legislation including the Health and Social Care Act, Health and Safety at Work Act and CQC regulations.

JOB SUMMARY

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.

The postholder has managerial, professional and technical responsibility for the portfolio of Facilities Services listed below, for Trust premises and those provided by way of service level agreements to other organisations within Trust premises. To provide senior management of the Trust's Facilities Support Services across the Trust's sites.

- At a corporate level, the postholder will contribute to the formulation of Trust strategic objectives by ensuring that the Trust's facilities policies and compliance with legislative and departmental requirements are co-ordinated with the Trust's divisions
- To plan and deliver service strategies and modernisation programmes including investment models
- To manage key strategic and operational Facilities Support Services change management programmes and key projects for the Trust and ensure the department achieves its roles and objectives

- To be the senior manager responsible for circa 220 staff
- To direct the day to day operations of Trust Facilities Support Services and develop these services in accordance with the Trust's corporate policies, strategies and vision, emphasising the cultural changes and innovations essential to modernising health care and an improved patient experience
- To develop all aspects of the Facilities Support services elements of any NHS Planning and guidance directives and participate in associated national requirements, i.e. statutory regulations, PLACE (Patient Led Assessment of the Care Environment), food safety, and overall Trust-wide approach
- Budgetary responsibility for Facilities Support Services: circa £30m plus management of relevant best value or capital projects
- To be responsible for planning and delivering service cost improvements through productivity and efficiencies in a financially sustainable manner. To be responsible for ensuring Facilities Support Services are delivered in a safe manner and can demonstrate through a robust governance framework and assurance reporting
- To be responsible for planning and implementing service improvement and modernisation
- To represent the interests of the Trust at external forums across the health economy.
- To be a member of Estates and Facilities Senior Management Team
- The postholder will be required to embrace regional and national policies and initiatives to facilitate the change in healthcare philosophies by way of an innovative approach to the modernisation agenda
- When required may be asked to deputise for the Deputy Director of Estates and Facilities
- The portfolio of services includes:
 - Domestic Services
 - Front of House Reception Services and Facilities Helpdesk
 - Catering – Retail services (in-house) and patient feeding (outsourced)
 - Accommodation Services
 - Pest Control
 - Linen, Laundry, and Sewing Room (uniforms)
 - Security and Car Parking
 - Helipad
 - Grounds and Gardens
 - Porterage
 - Waste Management
 - Trust Wayfinding
 - Non-emergency Patient Transport for all site/ Internal Fleet & Outpatients Transport Assessment booking team
 - PLACE (Patient Led Assessment of the Care Environment)
 - Premises Assurance Management (PAM) and Estates ERIC
 - General Facilities Management Services
 - Procurement and Supplier Relationship Management (SRM)
 - PFI Performance Management (Main St. George's site)

This portfolio of Facilities Services has both in-house and outsourced service provision with an in-house establishment of approximately 160 WTE and an expenditure budget of £30million.

TRUST VISION & VALUES

- The postholder is expected to have a clear understanding of how this post contributes to the achievement of the Trust strategy of: **Delivering Outstanding Care, Every Time.**
- Our strategy is founded on four key priorities; providing strong foundations, delivering excellent local services, closer collaboration and offering leading specialist healthcare
- We expect all our staff to share the values that are important to the Trust, being Excellent, Kind, Responsible and Respectful, and behave in a way that reflects these
- St George's University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding training that is provided at an appropriate level to suit their role. The Trust has the additional expectation that all staff will be able to identify concerns and know what action to take

MAIN DUTIES/KEY RESULTS AREAS

- To lead on Policy and Service development relating to the Facilities Services and be accountable for its implementation. The postholder will undertake highly complex contractual and financial negotiations with senior staff and specialist contractors, relating to the provision of services to the Trust
- To contribute to the strategic direction of the Trust in Facilities Support Services matters to ensure the services provided meets the needs of patients, public and staff
- To be the source of technical expertise on 'soft FM' issues for the Estates and Facilities senior management team and provide interpretation of legislation where required
- To interpret Government directives i.e. PLACE, Essence of Care, Food and Drink Standards and National Standards of Cleanliness and to subsequently draft policies and operational plans to ensure compliance. This will include updating existing policies and leading them through the approval process
- To ensure that all services managed have robust continuity plans
- To ensure that Facilities Services are best value for money (BVM) through compiling Service Level Agreements and market testing/ benchmarking the Services within contract timetables
- To oversee all market testing exercises for the Facilities Services, agreeing specification, evaluating bids and making recommendations for Trust Board approval
- To oversee development of new service developments within Facilities to ensure smooth, effective implementation
- To negotiate with service providers to ensure (VFM) and those contracts are adaptable and reflect to meet service needs
- Lead in the development of all Facilities Services and continually identify service developments this is to include the development of policies and environmental action plans
- To ensure that all areas of Facilities Support Services have robust mechanisms for monitoring performance against national / local targets, and highlight, support and address any shortfalls
- To prepare various papers relating to Facilities compliance across various areas up to Trust Board papers as required
- Fully participate, where appropriate, in the development and implementation of the Trust's approach to National Care Standards, to ensure full compliance with CQC requirements
- Contribute to changes in the delivery of healthcare and to identify and implement innovative solutions that support the Trust's Transformation and Quality Improvement agenda
- Actively participate in the development of Trust business cases and provide relevant advice. Support all divisions in the preparation of business case bids for inclusion in the Trust's programme
- Investigate and respond to complaints received from patients, visitors, staff and members of the public, regarding the portfolio of Facilities Services and prepare formal responses as required
- To play a meaningful senior management role in the Estates and Facilities Department and ensure appropriate Facilities Support Services support for clinical services
- To promote and raise the Estates and Facilities' profile across the Trust and positively raise the Trust's profile externally
- Support and develop Facilities Services in line with the Trust's Strategic Objectives. To ensure that all infection control procedures are being followed in relation to the environmental cleaning in the organisation including implementation of new mandatory guidance as this is launched
- To ensure that all audit processes are being carried out in accordance with mandatory, statutory and local guidelines and reported to the Trust Board in accordance with the Trust governance framework
- To highlight, manage and oversee all Health and Safety risks in accordance with the Trust Risk Management policy

FINANCIAL RESOURCES

- To be responsible for the budget for the portfolio of Facilities Services in the region of £30m
- To ensure that there are strategic and operational business plans in place for all services responsible for, and capture the plans as part of the annual business planning cycle

- To ensure budgetary controls exist to ensure that services are provided within approved budgets in line with the Trust standing financial instructions
- To undertake financial analysis and develop key performance indicators
- To participate in the budget setting process and to identify cost reduction programmes on an ongoing basis
- To analyse financial performance and identify when financial targets are being under/over achieved and to take corrective action as appropriate
- To oversee all commercial relationships for facilities contracts including financial management, setting of SLAs and legal arrangements for internal and external partners in adherence to the Trust standing financial instructions, code of conduct, declarations of interest etc.

HUMAN RESOURCES

- To be responsible for the management of staff in the Facilities Services section provided by a directly employed labour force. Manage the recruitment, selection and development of staff to ensure that the department has the right staff resources and skill mix and lead in staff retention
- To be an officer with disciplinary status.
- To ensure the health and wellbeing, performance management and morale of all staff employed within Facilities Services
- To provide professional leadership and support to staff within Facilities Support Services
- To develop a team of professional managers required to deliver the highest quality of service within the resources available
- To ensure training is provided to managers and staff employed within Facilities Services in order to maximise the potential of the individual and their efficiency in line with the Trust workforce strategic objective and divisional workforce plan
- To ensure that sufficient staffing levels are maintained to deliver the level of service required by the Trust
- To liaise with staff groups and their representatives as necessary
- To ensure staff undertake and complete annual PDRs with clear objectives for themselves and their teams which align with the overall Trust objectives

INFORMATION RESOURCES

- To establish and maintain an accurate system of monitoring for all functions in order that an accurate assessment of value for money can be drawn
- To establish criteria for assessment and benchmarking processes in order to measure standards of performance and to take appropriate proactive/corrective action when standards are not being achieved
- To ensure that systems are in place and continually reviewed to ensure the ongoing effective delivery of all contracted out service is in line with user requirements
- To establish systems in order to monitor the performance of the PFI Providers to verify results of contractor against key performance indicators within the project agreement
- contract and establish and maintain and chair service committee meetings
- To report to the liaison committee on any concerns / failures with the PFI service through analysis of performance
- Negotiate with PFI provider for any service change notices
- To be responsible for the development of information on systems across the Facilities Services making use of IT systems and bespoke software and to analyse resulting data and compile reports

MEETING CUSTOMER REQUIREMENTS

- To liaise with patient and client groups on a regular basis and in consultation, review the service provided on a regular basis to ensure it continues to meet the needs of the consumer
- To liaise with patient groups to review services and to develop and maintain an action plan for improving patient satisfaction
- To be responsible for overseeing regular patient satisfactory surveys and compile a report on findings and instigate any resulting action required.
- To support the matron role and ensure the smooth implementation of the Matrons' Charter, negotiating with domestic contractor to ensure compliance

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Communicates with internal staff and external agencies to ensure compliance with performance targets and strategic objectives. Involves negotiation and diplomacy; undertakes presentations to staff groups and the public, conveying highly contentious information in an atmosphere of proposed major change
- The postholder will have internal relationships with:
 - Executive directors
 - Senior managers all disciplines
 - Consultants
 - Contractors
 - Infection Control Team
 - Finance team
 - Human Resources team
 - Directorate Management team
- And external contacts with:
 - NHS Improvement
 - Department of Health
 - Specialist consultants
 - Clinical Commissioning Groups
 - Professional bodies
 - HEFMA sub group (where requested)
 - Members of the public
 - Local Metropolitan Police
 - Benchmarking groups
- Communications with the above can be both written and verbal and related to a wide range of estates and facilities issues

MANDATORY, STATUTORY AND HEALTH & SAFETY MATTERS

- The postholder will take a lead role for health and safety management and risk management for the portfolio of Facilities Services they manage
- Management of and compliance with statutory and mandatory requirements relating to facilities management
- Ensure compliance with standing orders, standing financial instructions, DOH guidance, and codes of practice and good professional practice

- Ensure that mandatory returns are completed within timescales set, including annual national returns such as ERIC
- Management of the NHS Premises Assurance Model (PAM) for all areas of responsibility

WORK CIRCUMSTANCES AND ON-CALL

- The Trust estate is in use 24-hours a day and the postholder will be part of emergency arrangements within the directorate in order to respond to an emergency. This is to provide support in the event of an emergency or service failure

GENERAL RESPONSIBILITIES

- To have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments
- To work in accordance with the Trust's Diversity and Inclusion policy to eliminate unlawful discrimination in relation to employment and service delivery
- To promote at all times equal opportunities for staff and patients in accordance with the Trust's policies to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role
- To comply with the Trust's no smoking policies
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service

Person specification

AM = Assessment Method: A = Application Process;
I = Interview; PR = Proof of Registration

AM

QUALIFICATIONS AND TRAINING	
Essential	
<ul style="list-style-type: none"> ● Educated to degree level or equivalent ● Masters level or equivalent experience ● Management/professional qualification or at least 10 years' experience at a senior level in facilities management 	<p>A/I</p> <p>A/I</p> <p>PR</p>
Desirable	
<ul style="list-style-type: none"> ● Certified member of the IWFM or similar professional standard 	<p>PR</p>
EXPERIENCE	
Essential	
<ul style="list-style-type: none"> ● At least 5 years' senior facilities management experience ● 3 years' experience of managing large teams at senior level ● Knowledge of Human Resources ● Large account management ● Change management methodologies 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Desirable	
<ul style="list-style-type: none"> ● Previous experience within both private and public sector environments 	<p>A/I</p>
SKILLS	
<ul style="list-style-type: none"> ● Leadership skills, to provide vision and drive for the future development of services ● Strong negotiation skills and ability to perform within multi-disciplinary groups ● Ability to draw up action plans and ensure that deadlines are met in compliance with overall strategy ● Ability to drive and manage change programmes and changed working practices ● Substantial experience and understanding of managing large departments and budgets ● Ability to work to tight deadlines and under pressure ● To be able to analysis data and compile reports for presentation up to Board level ● Ability to lead and develop a team ● Well-developed people management skill ● High Level of IT and keyboard skills ● Team player/ can do attitude ● Plan, manage and direct multifaceted programmes / projects ● High level of communication and presentation skills ● Ability to communicate with internal staff and external agencies re strategic objectives. Able to carry out effective negotiation and with diplomacy ● Be able to undertake presentations to staff groups and the public, conveying highly contentious information in an atmosphere of proposed major change 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

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AM

KNOWLEDGE

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| ● Knowledge of NHS Transformation agenda in respect of facilities and/or an up-to-date knowledge and awareness of key issues in facilities management | A/I |
| ● Understanding of essential aspects of customer services, especially “hotel” services | A/I |
| ● Good understanding of legislation governing the provision of facilities services and the ability to translate this into practice | A/I |
| ● Highly effective, professional leadership | A/I |

OTHER

- | | |
|------------------------------------------------------------------------------------------|-----|
| ● Confidence to think strategically and to contribute to Trust-wide management decisions | A/I |
| ● Confident in managing difficult situations and in own ability | A/I |
| ● High level of stamina and resilience | A/I |
| ● Be able to work well with other large teams | A/I |



How to apply

The closing date for applications is midnight on **19 February 2024**

Applications should include:

- A covering letter explaining why the appointment interests you, how you meet the appointment criteria and what you specifically would bring to the post.
- A Curriculum Vitae (CV) with education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and email addresses. The CV should include names and contact details of three referees. References will not be taken without your permission.
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

Please note that the information you provide will be treated as confidential and is for monitoring purposes only. It will not form part of the application process.

All applications should be sent to: **applications@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact **Brendan Davies** by email at **bdavies@hunter-healthcare.com** or by phone: 07585 356985

EVENT	DATE
Application closing date	19 February 2024
Shortlisting	TBC
Interviews	TBC





St George's University Hospitals

NHS Foundation Trust



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