

###### JOB DESCRIPTION

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###### PERSON SPECIFICATION



**JOB DESCRIPTION**

**Heart of England NHS Foundation Trust (Teaching)**

**FACILITIES DIRECTORATE**

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| Job Title: CONTRACTS MANAGER |
| Grade/Pay scheme: Band 8a |
| Accountable to: Head of Hotel Services |

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| Responsible for: The overall management of, and responsible for Hotel Services Trust wide contracts, ensuring Trust wide legislative compliance.  Strategic lead for the Trusts in waste management compliance. Strategic lead for the Trust in transport management compliance. | |
| Key working relationships: | * Head of Hotel Services * Trust Hotel Services Managers * The infection control team * Trust clinical staff * The Health and Safety committee * Security * Fire safety advisor * Trust Contractors |
| Hours of Work: 37.5 hours/week | |

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| Job Type: Permanent |

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| Role Summary: |
| * **Act as Deputy to the Head of Hotel Services.** Deputise in the absence of the Head of Hotel Service dealing with all aspects of service provision to the Trust. * To establish and measure quality of all Trust wide Hotel Services contracts and contribute to negotiations in relation to contracting matters provided against national/local standards and financial criteria. * Strategically manage all transport activity across the Trust sites. * Support Hotel Services managers, to fully implement and deliver against agreed contracts and assist in removing barriers to success. * Support the Hotels Services management team technically and practically in preparation of Method Statements and Service Level Agreements. * Establish close contact with users and contractors, facilitating problem resolution and contract information systems within Facilities Directorate. * Manage and monitor the provision of Trust wide Soft Facilities portfolio of contracts including; Window Cleaning, Pest Control, Linen, Transport, Waste management and Medical Gasses. * The overall management of, and responsible for the Trusts waste management streams including; * Ensuring Trust wide legislative compliance and operational support for managers and staff in waste management issues. * Directly responsible for the correct disposal of clinical, and non-clinical waste streams, seeking guidance and reassurances of correct disposal for radioactive, dental and chemical wastes from the designated specialist, for example the Trust radiation officer. This includes identifying the source of waste, ensuring that staff are aware of the correct categorisation of waste, agreeing the type and location of waste receptacles and monitoring the volumes of waste generated at ward/departmental level. * Expected direct contact with highly unpleasant and hazardous waste streams during monitoring processes. * The post holder will also be required to review and approve all waste-related purchases, e.g. waste bins, bags, waste identifying tape etc. ensuring compliance with waste and manual handling legislation, and cost-effectiveness. * Highly developed knowledge when providing technical advice relating to legislative requirements and good practice in the planning stage of major capital projects and a key component of the post will be to maintain up-to-date knowledge about changes in legislative requirements, attending relevant courses as necessary. * A large component of the job will involve the production and updating of training materials and the training of staff across all sites to reflect legislative changes and ensure competency checks are completed for all areas. * The post holder will be expected to provide a visible presence across the Trust and to raise the profile of waste management. * The overall management of, and responsible for the Trusts transport including; * Ensuring that all Trust wide operations are legislatively compliant e.g. are carried out in accordance with UK and European Union (EU) laws and regulations, particularly relating to health and safety with operational support for managers and staff in transport issues. * Liaising and negotiating with different stakeholders including planning and highways authorities, residents, councillors/politicians, developers and transport providers. * Identifying existing and possible future transport problems, developing transport models and investigating the feasibility of alternative means of transport. * Ensure complete legal compliance and high maintenance & safety standards with the Trust’s fleet to include cars and vans as well as those operated under the Trust’s Operators Licence. * Ensure Tachograph and Certificate of Professional Competence Holder is maintained, driver’s hours and licences are controlled. * Ensure passenger transport services are managed and planned effectively. * The post holder will be expected to provide a visible presence across the Trust and to raise the profile of Workplace Transport Management. * Assist the Head of Hotel Services with the preparation of tender documents and the management of the tendering process for all Trust wide contracts including the production of ‘General’ and or specific ‘Service Level Specifications’. * Accountable for the performance of Trust wide Soft Facilities portfolio of contracts budgetary performance (value of £6m). * Manage and coordinate such site specific and Trust wide projects that may be required as a consequence of business or service developments. Planning a range of complex activities which are ongoing and look to the long term development of the services. * Proactively identify projects for service developments and cost cutting for Hotel Services activities. * Prepare reports and project outlines for projects across all Hotel Services activities. Provide practical support for Hotel Services managers with specific site based initiative (e.g. new builds). * Ensure all variations to contract are processed and accurately reflected in contract documents. Liaise with Hotel Services managers and Clinical Staff to provide all information necessary to enable variations to be agreed. For example, advising during Service Developments, scoping contractual impacts. * Develop a five year plan for Trust transport to include fleet management and replacement program, management and driver succession plans, outsourcing aspects of the service where required.  Staff management The post-holder will with the site specific waste leads, be accountable for the performance of the waste porters.  The post holder will with the site specific Hotel Service Managers, be required to establish policy and set objectives for the Trust wide Soft Facilities contracts, involving them in meeting the goals and standards required whilst achieving cost reductions/value for money.  **Quality standards and contract monitoring**  The Contracts Manager will establish and lead the development of published HCM’s quality standards in all areas within their remit; monitoring performance against targets. This will include monitoring waste collection, liaising with senior staff to ensure that legislative requirements are met. The post holder will be expected to be involved in the production of technical specifications and provide professional advice on competitive tendering exercises for Trust wide Soft Facilities contracts. They will be expected to work towards amalgamating all contracts across the Trust to provide consistency of services across all Trust sites.  **Data collation and reports**  The post holder will provide a contribution to the annual Trust board report for the support services division. They will be required to write business cases for planned developments in their area, which require either capital funding or have ongoing revenue implications.  Expected to analyse complex facts and provide data to external organisations, such as the Audit Commission, the Environment Agency and NHS Estates as requested and be directly accountable for the accuracy and legality of these reports.  Analyse highly complex information relating to problems with services and initiate discussions with contractors and/or Trust staff on highly sensitive information e.g. variations from planned levels of activity or expenditure.  They will be also expected to produce monthly statistics (agreed key performance indicators (KPIs)) for the Facilities Management Group and others, relating to service and cost targets.  **Financial responsibilities**  The post holder will be the Trusts budget holder for all aspects of contracts related expenditure and work actively to generate income streams whenever possible. The post holder is required to monitor the financial performance of Trust wide Soft Facilities contracts and maintain expenditure within budget, taking appropriate action if required. They will need to ensure value for money in line with national benchmarked standards.  **Human resource duties and responsibilities**  Line management for a group of staff, the post holder will ensure that they adhere to the Trusts’ human resource policies, including recruitment and selection and performance and conduct, and that they apply these policies fairly to all employees. It is important that the post holder develops a positive relationship with trades union and staff representatives and other key groups  **Production of policies and contingency plans**  The contracts manager will be responsible for the establishment, production and regular updating of all policies and procedures relating to Trust wide Soft Facilities contracts.  The post holder also plays a critical role in establishing and reviewing all contingency policies to ensure the Trust can continue to operate fully, in the event of problems or other unforeseen emergencies with any Trust wide Soft Facilities contracts. The post holder will be required to be contactable outside normal working hours, should any emergency occur.  **Compliance management**  Ensure compliance with regulatory requirements e.g. Environment Agency and CQC standards in relation to waste management;  Ensure compliance with transport regulatory requirements e.g. Traffic Commissioner, Goods Vehicle Operator License, Certificate of Professional Competence and environmental constraints.  Ensure that contract reviews take place in accordance with requirements, co-ordinating contract review input and prepare documentation, including any monitoring of ‘General’ or specific ‘Service Level Specifications’, analysis and action plans.  **Complaints management**  The post holder will be accountable for responding to any complaints, relating to Trust wide Soft Facilities contracts, expected direct contact with staff, patients, relatives or visitors with contentious issues whether internally generated or received from, legislative bodies or others, in line with the Trust’s complaints policy.  Investigate highly complex inter-dependant contracting issues and ensure that they are resolved effectively.  **Committee membership**  The post holder will be expected to be an active representative at the following meetings:   * Infection Control Operational Group (by invitation) * Facilities management group * Patient Environment Operational Group * Waste Management Group * Transport Group * Contracts Group  Management qualities and management style The post holder will be expected to work in a way that is results-focused. They will be required to be aware of all legislation relating to waste and associated health and safety issues.  They will need to use their communication and persuasive skills to implement complex changes successfully. Good presentational skills are essential, in order to deliver the considerable training component within this post.  A good knowledge of Excel Spreadsheets, Microsoft Power Point and Word are required.  This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may there be amended from time to time in consultation with the post holder. |

**Additional Information:**

**Infection Control**

Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficle by ensuring they are compliant with the Health Act 2006 – Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Trust’s Infection Control Polices, located on the Intranet.

**Confidentiality**

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Trust

In accordance with the Public Interest Disclosure Act 1998 protected disclosures are exempt from this express duty of confidentiality.

**Health & Safety**

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.

**Quality Assurance**

As an employee of the Heart of England NHS Foundation Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

**Equal Opportunities**

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust’s Equal Opportunities Policy.

**Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse affect on the Trust’s ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.