



Senior Facilities Manager, Catering & Retail

Prepared by Castlefield Recruitment

Welcome

Facilities

CHS provides a full range of facilities management services, which are delivered to a high standard by enthusiastic professional staff.

Current services within facilities are:

- Domestic Services
- Catering/Retail Services
- Equipment Services
- Transport Services
- Portering/Linen Services
- Support Services
- Car Parking

Catering/Retail Services:

The catering department has a team dedicated to giving patients an opportunity to choose food they like to eat, delivering their request in a polite, friendly and efficient manner.

Menus are designed so that patients can easily find a selection of interesting dishes, including foods which have been prepared in ways which respect cultural needs and religious beliefs.

Pride is taken in the serving of food as staff aim to make mealtimes for patients as enjoyable as possible. Over 1,000 meals per day are served, from 7.00 am – 7.30 pm, 365 days a year.

We also, operate a comprehensive seven-day retail service that includes a coffee shop, restaurant, convenience store, and vending offer, ensuring consistent, high-quality customer experiences.

This role offers an exciting opportunity to lead and develop all catering and retail food services across the hospital, ensuring the delivery of high-quality, safe, and cost-effective services for patients, staff, and visitors.

CHFT and CHS are at the exciting beginning of a major reconfiguration programme at Calderdale Royal Hospital, which includes the construction of eight new wards, an extended A&E department, and a multi-storey car park. This transformation will shape the future of healthcare delivery in our region. These roles will play a pivotal part in collaborating with the Reconfiguration Procurement Team to ensure that the goods, works, and services being procured today are fit for purpose both now and in the future.

CHS provides estates, facilities, medical engineering and procurement services to Calderdale and Huddersfield NHS Foundation Trust (CHFT) and other customers.

CHS was formed in 2018, as a relatively new company we have already won the Huddersfield Examiner Business Award (Community) 2021/22 and been voted in the top 100 companies within Kirklees for the last 5 years.

CHS is a great place to work that will provide the right candidates an opportunity to grow and develop as part of our team. Please see the attached job description and personal specification that is linked to this post.

If you feel you have the right attributes and experience, we look forward to receiving your application.

Stuart Sugarman
Managing Director
Calderdale and Huddersfield Solutions Ltd

Our Organisation

Background to the Organisation

We employ over 500 staff in a wide range of functions, ranging from cleaners, drivers, catering, retail and portering staff to engineers and procurement specialists.

Overview of Calderdale and Huddersfield Solutions Limited

CHS is a wholly owned subsidiary of the Trust and provides a fully managed suite of healthcare facilities for use by CHFT. CHS provides value to CHFT through its specific service offer and through its ability to manage developments and operational risk for the Trust and other parties, enabling the Foundation Trust Board to focus on clinical matters. These services include the management of contracts on behalf of CHFT including procurement and contract management as well as more traditional estates, facilities, medical engineering and procurement services.

CHS is led by a directly employed Managing Director with directly employed staff providing estates, facilities and procurement services.

Our location

CHS is situated at the Huddersfield Royal Infirmary (4 miles from Calderdale Royal Hospital in Halifax where some of our services are based) and we sit between a choice of Airports such as Leeds/Bradford and Manchester. We are also conveniently located within easy distance to Huddersfield and Halifax Railway Stations with accessible rails links to Leeds, Manchester, York, Liverpool and London.

Huddersfield Royal Infirmary itself is situated in the village of Lindley. There are a number of local amenities, such as supermarkets, high quality independent shops, and great bars and restaurants. There is a post office and public transport on the doorstep and the centre of Huddersfield is within easy walking distance.

Calderdale Royal Hospital is located in the town of Halifax, a short 15-minute drive from Huddersfield. There is a free shuttle bus that runs between both sites regularly.

Our Organisation

Included Services

CHS delivers the following services for the operated healthcare facilities:

- Estates Services: includes the estate development, maintenance, repair and health and safety aspects of a fully functioning hospital facility
- Facilities Service: includes cleaning, portering, transport, linen, catering, retail, waste management and car park management
- Procurement Service: includes the procurement of all non-pay goods and services for both CHS and CHFT, materials management (stock, supply and distribution of clinical and non-clinical products and consumables), contract management and utilities procurement
- Medical Engineering: all aspects of medical devices management, including the procurement and repair of new devices
- Outpatient Pharmacy

Our Vision and Values

Calderdale and Huddersfield Solutions Ltd (CHS) recognises that its' staff are its greatest asset and that its business is its' people. It is important that the values of CHS reflect the Trusts values so we can act as an enabler for clinical and non-clinical teams to provide the best possible service for patients.

Calderdale and Huddersfield Foundation Trust's (CHFT) values and behaviours underpin the vision of the Trust and these are the values that all employees of CHS are expected to adopt.

Our Vision:

Together we will deliver outstanding compassionate care for our patients and One Culture of Care for our colleagues.

One Culture of Care:

Caring for each other the same way we care for our patients.

Our 4 values supporting One Culture for Care:



We put people first



We go see



We work together
to get results



We do the must-
dos

Our vision is to be an employer of choice. We will support our staff to develop and encourage a drive for all staff to be more commercially aware. Where appropriate we will provide training for staff to help us deliver our commercial strategy, this will include developing knowledge of writing business plans and tenders.

We are committed to reducing waste, improving efficiency and building a sustainable workforce to grow the business. We aim to do this by:

- Being a socially responsible and diverse organisation, growing and nurturing a workforce drawn from our community at all levels of qualification and background
- Instilling a culture of mutual respect
- Having a strong focus on learning and development for all staff, to enhance business performance and job satisfaction
- Providing mentoring and coaching support to navigate training and development opportunities
- Encouraging creativity and a 'can do' attitude
- Developing a clear apprenticeship strategy offering opportunities across all areas of Estates, Facilities and Procurement that also maximises the potential of our existing workforce who want to progress their careers. The apprenticeship scheme will help the organisation to develop a future workforce offering a real career path through to qualified and skilled positions

Our Strategy

This People Policy sets out what is required for us to deliver our objectives through our people. It seeks to enable and equip our staff with the necessary knowledge, skills experience and attitudes to deliver outstanding performance to facilitate this.

The Policy complements the organisation's interdependent strategies for sustainability and commercial viability by having the highest standards of leadership and management.

We will embrace the diversity and individuality of people to foster a culture of openness; with capable, motivated and resilient staff.

Our People Policy will be underpinned by the following:

- Staff Engagement Strategy
- Occupational Health and Well Being Strategy
- Staff Survey Action Plans
- Commercial Strategy
- Sustainability Plan

Inclusion:

We aspire to develop a culture where diversity and inclusion is embedded in our attitudes and actions.

We believe the diverse voices of our colleague should be celebrated, we will aim to tackle any barriers that might prevent colleagues from bringing their authentic self to work and we are committed to nurturing a secure and supportive environment where everyone is valued for their contribution.

Our approach complies with the Equality Act 2010 and we commit to making sure there is no unjustified discrimination in the recruitment, retention, training and development of colleagues.

We will strive to:

- Improve individual awareness of cultural difference, including unconscious bias and embrace ideas to improve diversity in recruitment and development processes
- Work positively with staff from diverse groups to enable them to achieve their potential and ensure tailored development plans are created
- Support all our people in undertaking their roles to work without fear of discrimination from patients or staff of any form and to be confident that discrimination will be tackled
- To develop a culture where all staff feel able to call out discrimination

This means that:

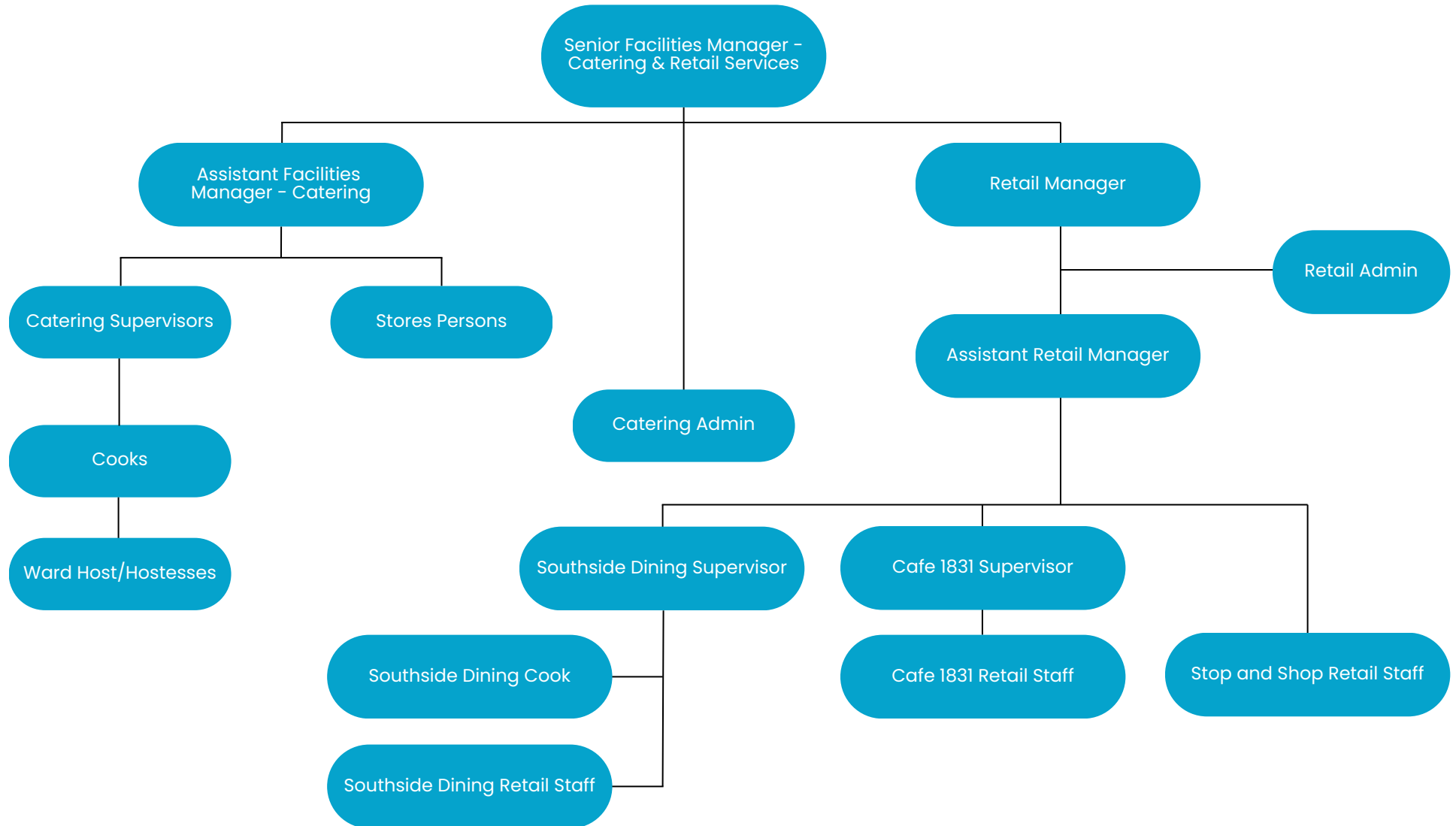
We will promote and value difference in order to attract, recruit, retain and support our staff and be more reflective of the communities we serve.

Our values will focus on respect and acceptance of our differences and we will ensure employees from all backgrounds have equal access to career opportunities and receive fair treatment in the workplace.

Our recruitment training will look at how prejudice and unconscious bias can encroach into the selection process and how we negate this. We will where possible include a BAME colleague in the recruitment process for posts at grade G or above.

CHS colleagues have access to CHFT's LGBTQ and BAME networks, social groups and events. For up to date information on both please see CHFT's intranet pages. CHFT will look to create a forum for colleagues with a disability starting in summer 2019 and other networks will follow.

Team Structure



About the Role

Job Title: Senior Facilities Manager, Catering and Retail

Reporting to: Head of Facilities

Location: HRI/Cross Site

Salary: £50,470

Role Summary

Responsible for the operational management and delivery of cost effective, quality and performance driven services, within agreed guidelines and objectives. Responsible for ensuring services are delivered in compliance with relevant legislation, regulations, codes of practice and key performance indicators.

Responsible for ensuring all associated policy and procedures are implemented as required.

Working Relationships & Contacts

- Patient Catering and Retail Staff
- Nursing Staff
- Retail Customers
- Suppliers
- Departmental / ward staff
- External partners
- External service providers
- FM Coordinators
- Finance Colleagues

Responsibilities & Duties

Key Responsibilities

- Assist with the development and implementation of medium and long term operational policy and strategy in accordance with current and future proposed statutory, regulatory and NHS guidance.
- Responsible for ensuring services are delivered in compliance with relevant statutory and regulatory requirements, contract specifications, performance management systems, key performance indicators and contractual obligations
- Provide professional and technical advice for the development and implementation of new service proposals.
- Provide professional and technical support to CHS management colleagues and wider Trust teams.
- Contribute to the strategic planning process at Divisional level, to ensure that a full account of matters relating to Patient Catering and Retail management issues arising from internal and external trends are realised.
- Responsible for the planning, organisation and implementation of complex activities related to Facilities service in accordance with client requirements, service specifications, National NHS standards and Best Practice Guides. This will include the implementation of new working practice and service models.
- You will work closely with the Retail Manager, to participate in effective menu development, product portfolio management and merchandising to ensure a high quality retail provision for all stakeholders.
- Ensure sufficient numbers of staff are available to deliver quality and timely Facilities service.
- Responsible for the delivery of service reviews, audits and assessments to ensure the effective and management of service delivery teams.
- Provide monthly reports for Facilities functions. Collate, arrange and deliver performance information. Produce and deliver verbal and written reports to Senior Management.
- Undertake surveys and audits as necessary to manage performance including PLACE, PAM and ERIC.
- Responsible for ensuring that services are delivered in compliance with current Food Safety, Health & Safety legislation and good practice guides, as agreed and supported by the Head of Facilities Services, paying particular attention to Risk Management issues.
- Respond to service delivery issues using own judgement and problem solving techniques.
- Receive, review and interpret a range of complex information in relation to the provision of Facilities services, ensuring, where relevant, that such information is communicated up to Head of Facilities.
- Establish appropriate Facilities services networking groups with the wider NHS organisation
- Responsible for the development or amendment of any Patient Catering and Retail services related technical policy, ensuring that these policies are communicated throughout the Division at senior manager level.
- Ensure that the company's patient catering and retail operations comply with all relevant laws and regulations. This includes compliance with food safety legislation, safety regulations, environmental regulations, PCI and GDPR regulations.

Responsibilities & Duties

- Communication both written and verbal, to all levels of staff relating to the provision of Patient Catering and Retail Services.
- Effectively Chair meetings with internal and external parties; managing conflict and achieving consensus.
- Ensure clear and consistent communication with all staff groups, ensuring staff awareness of service priorities, plans and objectives.
- Prepare reports as requested by the Head of Facilities Services.
- Support the Equality & Diversity Agenda within the Directorate.
- Meet with clients to discuss service specifications and planning and delivery of services in liaison with service users and providers with regard to Facilities services.
- Assist in the development and implementation of changes to service delivery including any changes in statutory and mandatory requirements.
- Liaise with associated enforcement agencies to ensure that services are compliant with any statutory and mandatory requirements
- Provide detailed technical information and advice to all users, clients, contractors and associated NHS networks relating to the provision of Patient Catering and Retail Services.
- Undertake such training as required to fulfil the responsibilities of the post as agreed with the Head of Facilities Services.
- Responsible for resolving complex operational service related problems using own knowledge and experience.
- Responsible for the analysis and interpretation of complex data and performance information related to the delivery of Facilities services.
- Responsible for the development of option appraisals for Senior Managers, related to any required changes in technical, operational, contractual obligations or duty of care.
- Ensure all technical information received or developed is disseminated to the appropriate Officer in a suitable format in order to fully understand the content and any possible implications it may have.
- Collate, arrange and deliver performance information and provide monthly reports for Patient Catering and Retail Services.
- Develop and implement any required changes to the provision of Patient Catering and Retail Services functions as a result of research or received information.
- Responsible for providing patient focused service and maintaining a safe environment that supports and enhances patient care.
- Responsible for ensuring that Facilities services issues are responded to in an effective and timely manner to support and enhance patient experience and care.
- Give clear information to patients and visitors when asked or during incidental contact.
- Responsible for undertaking risk assessments where required relating to Facilities service with attention to aspects of patient care.
- Develop and maintain relationships with key stakeholders across Trust, Local Authority and suppliers ensuring constructive dialogue and opportunities to develop services.
- Responsible for ensuring that Facilities services are delivered within budget and that CIP programmes are developed and implemented.
- Procure sufficient resource to enable the delivery of Facilities services in accordance with any service specification, NHS Standard or current guidance to an agreed value.
- Act as authorised signatory to an agreed value.

Responsibilities & Duties

- Identify and action any poor practice which may result in financial loss to the Trust and report such to the Head of Facilities
- Responsible for ensuring Trust Standing Financial Instructions are applied and adhered to.
- Responsible for ensuring best value with regard to the procurements of Facilities services.
- Responsible for the recruitment, appointment, induction, training, and retention of staff.
- Responsible for ensuring staffing levels are maintained, with particular attention to contracted and in-house staff. This will include reconciliation of backlog hours, provision of agency staff and re-provision of service via sub-contractors where required.
- Responsible for delivering personal development plans for in-house staff and ensuring a similar structure is available to contracted staff.
- Responsibility for ensuring that the corporate Disciplinary and Grievance procedures, Sickness Absence and any HR related policy/procedure are adhered and managed in an appropriate and professional manner.
- Responsible for staff motivation and management of grievance and disciplinary matters.
- Provide operational HR advice to in-house and contracted staff in relation to general working conditions, benefits offered by the Trust, training and Health & Safety issues.
- Undertake all such reasonable other duties as may be required as part of the role.

Health & Safety

Healthcare Associated Infection

- Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Company/Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene including the 'naked below the elbow' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Company has the responsibility of ensuring that adequate resources are available for you to discharge your responsibilities.

Safeguarding

- The Company, via the Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.
- The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should contact your line manager immediately or in their absence your Director. Out of hours contact should be made with the Trust's on-call manager through switchboard.
- The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours by asking for the Named Professionals for Safeguarding Children or Adults respectively.
- The policies and procedures described below are located on CHFT's intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training
 - CHFT Safeguarding Children Policy
 - Safeguarding Board Procedures for Children (www.calderdale-scb.org.uk or www.kirklees.gov.uk/safeguarding)
 - CHFT Procedure for Managing Allegations of Abuse Against Staff who Work with Children/Adults
 - CHFT Safeguarding Adults Policy
 - Safeguarding Board Procedures for Adults (www.kirklees.gov.uk/safeguardingadults or www.calderdale.gov.uk)

Other Aspects

Probationary Periods

- All staff new to Calderdale and Huddersfield Solutions are required to undergo a 6 month probationary period (with the exception of staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements).
- All existing CHS staff transferring internally to a new post within the company are required to undergo a modified probationary period of 3 months.

Equality Impact

- Calderdale and Huddersfield Solutions aim to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.

Job Dimensions:

(problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)

- Responsible for safe use of equipment
- Must be able to resolve problems and make decisions
- Responsible for strategic management of service
- Dealing with complaints / compliments
- Exposure to difficult situations with service users

Performance Measures and KPIs

- Customer/Stakeholder feedback
- Patient survey
- Appraisals
- Objectives

Person Specification

The successful candidate will demonstrate the following;

| | Criteria |
|--------------------|--|
| Knowledge & Skills | <ul style="list-style-type: none"> • A clear understanding of all legislation related to Patient and Retail Catering. (E) • Knowledge of catering and retail logistics. (E) • Computer literate (E) • Able to analyse data (E) • Ability to prioritise and organise own and departmental workloads (E) • Proven ability to develop Facilities Management strategy and policy. (E) • Experienced at working under pressure and delivering to challenging deadlines. (E) • Multi-tasking skills (E) • Skilled at working with multi-disciplinary teams (E) • Knowledge and understanding of a range of Facilities services delivered in the NHS environment (D) • Proven ability to produce detailed reports and Business Cases to Board level relating to Facilities service provision. (D) • Ability to manage own time (E) • Able to exercise independent judgment (E) |
| Experience | <ul style="list-style-type: none"> • Demonstrable and significant experience managing Catering services at Senior management level within the NHS or private sector (E) • Proven ability to lead and manage FM service delivery teams (E) • Good interpersonal and relationship building skills along with a proven track record in delivering quality in service provision. (E) • Experience of facilitating partnership working, decision making and conflict resolution. (E) • Experience and understanding of the NHS procurement process for outsourced contracts (D) |

Person Specification

| | |
|---------------------------------------|--|
| <p>Qualifications</p> | <ul style="list-style-type: none"> • Educated to Degree level or equivalent in an associated field. (E) • IOSH Managing Safely (E) • Equivalent evidence of continuing professional development (E) • Food Safety Level 3 (E) • Food Safety Level 4 (D) |
| <p>General</p> | <ul style="list-style-type: none"> • Membership of an associated professional organisation or institution e.g. British Institute of Facilities Management (E) • Demonstrate a commitment to continuing development and knowledge progression (E) • Must be eligible to work in the UK. (E) • Ability to work in various locations throughout the network of services provided by the Company/Calderdale and Huddersfield NHS Foundation Trust. (E) • Able to fulfill the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health. (E) |
| <p>Additional Requirements</p> | <ul style="list-style-type: none"> • Attend all mandatory training. • Participate annually identifying, developing and agreeing your own development plan with your Line Manager using the Company Appraisal. • Comply with all Trust policies, procedures and protocols. • Carry out duties with due regard to the company's Equal Opportunity Policy. • Maintain professional conduct including appearance at all times |

Our Behaviours

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|---|---|
| <p>Core Principles:</p> <ul style="list-style-type: none">• We put the patient first• We go see• We do the must dos• We work together to get results <p>Core Behaviours:</p> <ul style="list-style-type: none">• The attitudes and behaviours we expect from each other can be found in the staff handbook for new employees | <ul style="list-style-type: none">• Commitment, self-motivation, ability to communicate well within the Facilities services services team, both individually and as a group.• Ability to work flexibly.• Commitment• Self-motivation• Respectful• Ability to listen and empathise• Ability to work flexibly• To remain professional and courteous at all times |
| <p>Core Leadership Behaviours:</p> <ul style="list-style-type: none">• To act as a role model for the Company• Supportive• Responsive• Compassionate• 204060• Honest | <ul style="list-style-type: none">• Encourage staff to work as a team• Work together to get results• Be empathetic, compassionate and caring, open door policy• Lead by example• Support senior management in decision making and day to day operation of service• To be proactive in the development of services• Ensure an honest and transparent culture |

Benefits Package

CHS is an exceptional place to work. We employ in excess of 450 staff in a wide range of functions, ranging from cleaners, porters, retail and administrative staff to engineers and procurement specialists. In addition to a competitive salary and NEST pension employer/employee match scheme (up to 6% CHS contribution) we also offer a range of benefits as follows:-

- Extensive range of discounts on-line and in store at all your favourite retail outlets/Blue Light discount card for further savings
- Staff Lottery scheme
- On site restaurant (staff discount),
- Café serving Costa coffee
- Retail shop
- On site Nursery provision and generous Maternity/Paternity and Adoption schemes
- Workforce benefit team to support with a range of childcare provision/out of school clubs
- Salary sacrifice car and cycle schemes (subject to certain criteria)
- Career break scheme/Special leave policies/Flexible working opportunities
- On site Occupational Health service
- 24/7 Care First Employee Assistance scheme that provides confidential counselling and support/financial and legal help and advice
- Chaplaincy Services, Chapel and Prayer rooms

Personal Development

- Annual appraisal
- Excellent opportunities to progress and develop new skills
- Wide range of apprenticeships for new and existing staff
- Library and Learning Centres on each hospital site

Tenure

All staff new to Calderdale and Huddersfield Solutions are required to undergo a 6 month probationary period (with the exception of staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements).

Pension

Automatic enrolment into the NEST pension scheme
Contributions: 5% from the employee and 3% from the employer and an employer/employee match scheme where if you decide to put extra into the scheme the company will match your additional contribution up to an extra 3%.

Sickness

During the first year of service: statutory sickness payment only.
More than 1 year and up to 2 years of service: 4 weeks full pay + 4 weeks half pay.
Over 2 years: 6 weeks full pay + 6 weeks half pay.
Over 5 Years: 10 weeks full pay + 10 weeks half pay.

Benefits Package

Maternity

Full pay - 8 weeks (2 months)

Half pay -18 weeks (4 months) +SMP then:

SMP only - 13 weeks (3 months)

Annual Leave

28 days (20 days plus 8 public holidays)

Annual Leave Purchase Scheme

Annual leave purchase scheme gives an employee the option to purchase one or two weeks' additional annual leave each leave year (pro rata for part time employees).

Personal/Professional Development

CHS strongly encourages and supports on-going personal and professional development for all staff.

Car Parking

Car Parking is available on site.



Contact Us

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