CASTLEFIELD RECRUITMENT

ATLAS
BFW Management Ltd

Head of Facilities



Candidate Pack

October 2026

About Atlas

Established in 2017, Atlas is a private limited company which is a wholly owned subsidiary of Blackpool Teaching Hospitals NHS Foundation Trust.

That means we are owned by the NHS for the NHS - and we are committed to delivering the best services possible and supporting our local community.

The profit we make is returned to the NHS for patient care as well as investing in the development of our team and growing the company for the communities we serve.

Atlas works with clients in both hospitals and community healthcare sites, spanning Blackpool, Fylde and Wyre, north Lancashire and south Cumbria. We also manage properties on behalf of the NHS National Artificial Eye Service from Scotland to England's South West.

Approaching 200 colleagues pride themselves on creating the best possible environment for their patients, services users, staff and visitors.



About the Operations Team

The Operations Team delivers the fully managed healthcare facilities and property management services that Atlas provides to Blackpool Teaching Hospitals NHS Foundation Trust and to clients across Lancashire and south Cumbria. Led by the Director of Operations, the team brings together Estates, Facilities Management, Medical Engineering, Property Services, Capital Developments and Transport, working as one to keep hospitals and community healthcare sites safe, compliant and running every day of the year.

Estates Management - a fully integrated approach to hard facilities management, maintaining the electrical, mechanical and building infrastructure across 18 sites, delivered by people and expertise that leading healthcare providers trust.

Facilities Management - building management, cleaning, catering, portering, waste management and transport services, delivered to NHS cleanliness, food safety and healthcare waste standards.

Medical Engineering - our engineers diagnose, repair and maintain thousands of medical devices so that they remain safe and effective for patients and clinicians, a service that is essential to the daily operation of our clients' hospitals.

Property Services - helping clients to manage their properties efficiently, make the most of the space available to them and align investment decisions with their buildings.

Capital Developments - designing, developing and project-managing the delivery of new and refurbished healthcare buildings that improve the experience of patients, staff and visitors.

Transport - a non-patient, time-critical clinical transport service covering more than 312,000 miles a year, mainly across Lancashire and south Cumbria.



Message from Daniel Emmott - Director of Operations

"Our vision is to be a best-in-class provider of Estates, Facilities and Medical Engineering services, recognised for operational excellence, technical expertise, and a positive, inclusive culture where people can thrive. We are committed to developing people, building high-performing teams and creating an environment that encourages growth, collaboration, accountability, and continuous improvement, enabling us to deliver exceptional outcomes for our patients, staff, and clients."

Our Values

Our Mission

Our mission, or what customers should expect from us, is to deliver safe, effective, cost-efficient services to our clients.

Our Vision

The Atlas vision, or our ambition for the future, is to be recognised as the market leader in the provision of fully managed healthcare facilities and non-clinical services across the local health economy.



Client Focussed

We believe in putting our clients' needs at the heart of everything that we do and providing superior quality services that we can be proud of.



Accountable

We take ownership of our work and are responsible and accountable for delivering on our commitments to our clients and to each other.



Respect

We act in a professional and courteous manner at all times, working together to share knowledge and empower each other to become part of a great team.



Enthusiasm

We have a positive, 'Can-do' attitude, which inspires others to do the same and helps us strive to make our vision a reality.

Job Description

Job Title	Head of Facilities
Salary	£63,020 (potential for increase depending on experience)
Business Unit	Facilities Management (Soft FM)
Responsible To	Director of Operations
Base	Ainscoe House, Blackpool, with travel across North Lancashire & the Fylde Coast
Contract Duration	Permanent
Hours	37.5 hours per week

Job Purpose & Role

The Head of Facilities Management (Soft FM) is a senior strategic leader and key member of the Atlas BFWML Senior Leadership Team (SLT).

The postholder holds organisation-wide responsibility for the strategic planning, delivery, performance, governance, and continuous improvement of Soft Facilities Management services across a large and complex healthcare estate, with direct operational, financial, contract and risk governance for an annual portfolio budget of approximately £8 million.

Operating within a Wholly Owned Subsidiary (Sub-Co) model, the role balances high-quality, clinical-grade service delivery to the parent NHS Trust with commercial business development, risk management, and contract growth. The role operates with a high degree of autonomy and carries significant responsibility for patient safety, service quality, financial stewardship, statutory compliance, workforce leadership, and service transformation.

The postholder acts as the primary senior client lead, managing the overarching contract lifecycle, commercial relationships, client interactions, and strategic communications with the parent Trust and external contract partners.

The largest operational driver is the Domestic and Environmental Cleaning service. The postholder provides professional, operational, and strategic leadership for cleaning, catering, transport, waste management, pest control and uniform services, ensuring services are safe, resilient, patient-focused, and fully compliant with NHS standards and legal and regulatory requirements.

Key Duties & Responsibilities

Whilst not exhaustive, the following duties represent an indication of the key duties and responsibilities expected of the post holder.

Strategic Leadership & Service Transformation

- **Strategy Development:** Develop, implement, and deliver a 5-year Soft FM strategy aligned with organisational objectives, Trust clinical priorities, and national NHS policy.
- **Commercial Growth:** Contribute at SLT level to organisational strategy, transformation programmes and service redesign, and lead and manage business development opportunities to market and expand services.
- **Professional Authority:** Act as the senior professional authority for Soft FM services within Atlas BFWML.
- **Patient & Clinical Safety:** Ensure services support patient safety, Infection Prevention and Control (IPC), clinical effectiveness, patient experience, and regulatory compliance.
- **Horizon Scanning:** Identify and respond to changes in policy, legislation, sustainability, and best practice.

Contract Management, Client Leadership & Communications

- **Client Account Ownership:** Act as the single, senior client lead managing the overarching contract framework and Fully Managed Healthcare Facilities Service Agreement (FMHFSA) with the parent Trust and external partners.
- **Strategic Communications:** Direct and lead all high-level client interactions, interface communications, and stakeholder engagement activities to build deep institutional trust, operational alignment, and long-term partnership value.
- **Transparent Metrics & Escalations:** Oversee client reporting cycles, ensuring absolute accuracy, transparency, and timeliness, while managing high-level escalations through credible, evidence-based assurance.
- **Procurement Leadership:** Act as senior lead for Soft FM contract specification development and oversee procurement activities in line with healthcare regulations and Standing Financial Instructions for all contracts within the Soft FM remit.
- **Supplier Performance Review:** Lead or oversee Contract Performance Meetings (CPMs) and Quarterly Business Reviews (QBRs) including, but not limited to, outsourced domestic, waste, and pest contracts.

Operational & Performance Management

- **Portfolio Accountability:** Hold overall accountability for safe, effective, and high-quality Soft FM service delivery across the Atlas estate, directly overseeing:
  - **Cleaning Services:** aligned strictly to the National Standards of Healthcare Cleanliness (NSHC) and IPC requirements.

- **Catering Services:** compliant with food safety legislation, dietary standards, and HACCP frameworks.
- **Transport & Logistics:** managing portering, logistics, and specialist transport networks (including radioactive chemotherapy medicines).
- **Waste Management:** fully compliant with HTM 07-01 environmental and healthcare waste legislation.
- **Support Services:** directing Pest Control & Uniform Services.

- **Performance Frameworks:** Establish and maintain robust performance frameworks, including KPIs, audits, benchmarking, and structured customer feedback mechanisms.
- **Service Recovery:** Ensure consistent service delivery and timely resolution of operational risk, variation, and underperformance via rapid recovery plans.

Auditing, Quality Assurance & NHS Cleaning Standards

- **NSHC Oversight:** Provide senior oversight of auditing against the National Standards of Healthcare Cleanliness (NSHC).
- **Audit Programmes:** Ensure robust audit programmes across all areas in acute and non-acute settings, including high-risk clinical zones.
- **Trend Analysis:** Review and assure audit results and trend analysis, and implement corrective action plans in a timely manner.

Financial Accountability & Business Growth

- **Budget Ownership:** Hold full accountability for the Soft FM expenditure budget of c. £8 million, executing robust forecasting, budget allocation, and long-term financial planning.
- **Commercial Expansion:** Deliver cost reduction programmes and proactively identify external income-generation or contract growth opportunities to expand the commercial footprint of Atlas.
- **Executive Reporting:** Provide clear, transparent financial reporting, commercial forecasting, and assurance metrics to the SLT.

Governance, Policy Review & Risk Management

- **Statutory Compliance:** Act as the senior accountable officer for statutory compliance, COSHH, and health & safety regulations across the Soft FM portfolio.
- **Risk Register Ownership:** Maintain and manage the Soft FM Risk Register, proactively identifying, mitigating, and reporting on strategic, operational, financial, and reputational risks to the Director of Operations.
- **Business Continuity:** Develop, test, and implement robust Business Continuity Plans (BCPs) to guarantee uninterrupted services during critical incidents, staffing shortfalls, or supply chain failures.
- **Assurance Integration:** Ensure incidents, audits, inspections, PLACE outcomes, and regulatory findings are addressed and embedded effectively into corporate governance frameworks.

Meetings, Representation & Assurance Forums

- **Senior Representation:** Represent Atlas BFWML at senior-level meetings, including Infection Prevention & Control (IPC), Domestic Services, Waste Management, and Monthly Client Performance Reviews.
- **Action Tracking:** Ensure all actions are tracked, delivered, and embedded into corporate governance and compliance frameworks.

Implementation of New Systems & Facilities Improvements

- **Technology Adoption:** Lead the implementation of new systems, digital technologies, and facilities improvements across all Soft FM services to drive productivity.
- **Change Sponsorship:** Sponsor change programmes, ensuring effective governance, training, risk management, and benefits realisation.
- **Cross-Functional Collaboration:** Work collaboratively across internal Estates, Capital, EBME, Property, Finance, and Procurement teams.

People Leadership

- **Workforce Direction:** Provide leadership, culture development, and accountability for a workforce of 120+ staff.
- **Positive Culture:** Promote an organisational culture of high performance, inclusion, dignity, respect, and wellbeing, and ensure we operate within our CARE values - Client-Focussed, Accountable, Respectful and Enthusiastic.
- **HR Governance:** Lead recruitment, appraisal, capability management, disciplinary, and grievance processes in close coordination with HR.
- **Competency Frameworks:** Ensure staff are trained and fully competent through mandatory and role-specific training frameworks.

Freedom to Act

- **Operational Autonomy:** Operate with significant autonomy and professional judgement within company and Trust policies.
- **High-Impact Decisions:** Make high-impact strategic, operational, and financial decisions affecting safety, compliance, service delivery, and company reputation.

Please Note

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in the light of changing circumstances and following discussions with the post holder.

The post holder may be required to work across the Company at any time throughout the duration of their contract, which may entail travel and working at a different location.

General Requirements

Quality

Each member of staff is required to ensure that client requirements are met; that all staff contribute fully to achieving the corporate goals and objectives of Atlas; and that all staff hold themselves personally responsible for the quality of their work, seeking to attain the highest standards achievable within their knowledge, skills and the resources available to them in furtherance of Atlas's vision and in embedding the company's values.

Confidentiality

Each Atlas colleague is responsible for maintaining the confidentiality and security of any information they access, use, create, receive or store in the course of their duties. Staff must only access information required for the performance of their duties and must not disclose confidential information unless authorised to do so. The duty of confidentiality continues after employment with Atlas has ended. Any breach may be treated as a disciplinary matter and serious breaches may result in dismissal.

Data Protection and Freedom of Information

Atlas staff are required to comply with all applicable information governance, confidentiality, data protection and access to information legislation, regulations and Atlas policies, including the UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and, where applicable, the Freedom of Information Act 2000.

Health and Safety

Each member of Atlas staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate health and safety legislation (Health and Safety at Work Act 1974), guidance and procedures and that they do not, by any act or omission on their part, create a threat to the health and safety of any other person.

Equality and Diversity

It is the responsibility of all employees to support Atlas's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to comply with the Atlas Equality and Diversity Strategies and Policies.

Other Requirements

Staff are required to comply with the Working Time Regulations; Atlas condemns all forms of harassment and bullying; any external interest that may conflict with the duties of the post must be disclosed; attendance at mandatory training is a statutory obligation; Atlas operates a strict smoke-free policy; and this job description is a flexible guide to the duties of the post that will be revised in consultation with the post holder.

Safeguarding

Atlas is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share its commitment. Rigorous recruitment checks are carried out on successful applicants, who may be required to undertake Enhanced Disclosure via the DBS.

Sustainability / Net Zero Carbon

Atlas is committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principles in the Green Plan - conserving energy and water, minimising waste, promoting biodiversity and using sustainable and active travel wherever possible.

Person Specification

Core Behaviours

The post holder will be expected to demonstrate certain core behaviours, namely:

Adaptability/Flexibility

- Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs.
- Is committed and flexible to undertaking a range of tasks if necessary.

Customer Focus

- Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, and responds to internal and external customers.

Attitude & Initiative

- Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, and practices self-development.
- Is able to take initiative and work autonomously, and has a friendly, approachable personality, with a good work ethic.

Interpersonal Skills

- Has good listening skills, builds strong relationships, is flexible and open-minded, communicates effectively, solicits performance feedback, and handles constructive criticism.
- Demonstrates professional behaviour and leadership at all times and can be entrusted with sensitive information.

Teamwork

- Meets all team deadlines and responsibilities, listens to others and values their opinions, helps other employees to meet their goals, welcomes newcomers, and promotes a positive and collaborative team atmosphere.

Self-Development

- Seeks out and accepts feedback, is a proactive learner, takes on challenging assignments to improve their skills, keeps their knowledge and skills up to date, and turns mistakes into learning opportunities.
- Has excellent organisation skills and takes pride in their work, demonstrating attention to detail.

Developing Others

- Identifies and provides opportunities to improve the capability of others by highlighting the development needs of people; constructs and executes development plans and looks for opportunities in allocating tasks to develop people.
- Conducts frequent review and feedback sessions to develop direct reports; is a people builder and consciously acts as a role model for others.

Gaining Commitment

- Encourages others to be emotionally and intellectually committed to a course of action by communicating and providing leadership, and by informing others of how their work connects to the bigger picture, inspiring and motivating individuals and teams.
- Communicates an inspiring vision or sense of purpose and expresses positive expectations of others, whilst giving encouragement.

Behaviour

The post holder is expected to ensure that their behaviour is consistent with Atlas's values at all times and is expected to:

- Demonstrate the principles of the Atlas Behavioural Framework.
- Support the aims and vision of the Company.
- Act with honesty and integrity at all times.
- Be a positive ambassador for Atlas.
- Demonstrate high standards of personal conduct.
- Value and respect colleagues.
- Work with others to develop and improve the services of the Company.
- Uphold Atlas's commitment to equality and diversity.
- Take personal responsibility for their words, deeds and actions, and the quality of the service that they deliver.
- Behave appropriately and professionally at all times, particularly when representing Atlas.

Qualifications & Experience

Criteria	Essential	Desirable	Evidence By
Education / Qualifications	• Degree or equivalent higher professional qualification in Facilities Management, Business Management, or a related discipline. • Professional membership of the Institute of Workplace and Facilities Management (IWFM).	• Master's degree or higher in a business or healthcare management field. • Postgraduate qualifications in Infection Control, Environmental Health, or a NEBOSH certificate.	A, C, I
Experience	• Extensive senior management experience leading Soft FM services within a healthcare, NHS Sub-Co, or highly regulated public sector environment. • Proven track record managing large-scale domestic cleaning services under clinical cleanliness frameworks (NSHC). • Experience managing multi-million-pound budgets (£5m+) and delivering efficiency targets. • Account management experience overseeing complex client interactions.	• Experience working specifically within an NHS Wholly Owned Subsidiary model. • Demonstrable success in commercial business development, external contract bidding, and portfolio growth.	A, I, P, R
Knowledge & Skills	• Expert knowledge of NHS Healthcare Cleanliness Standards, HTM waste regulations, and Food Safety/HACCP legislation. • Strong commercial acumen with experience in contract/SLA account management, risk register frameworks, and client communications. • Proven ability to lead, engage, and manage a diverse workforce of 120+ staff.	• Mastery of digital auditing tools and automated transport/logistics scheduling software.	A, I, P

Key - how assessed

A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise
P = Presentation	R = References

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