

SINGLE CORPORATE SERVICES

ESTATES & FACILITIES

Job title:	FM PFI Monitoring Officer	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Soft Services & Environmental Manager	
Accountable to:	Head of Facilities Management	
Pay Band:	4	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

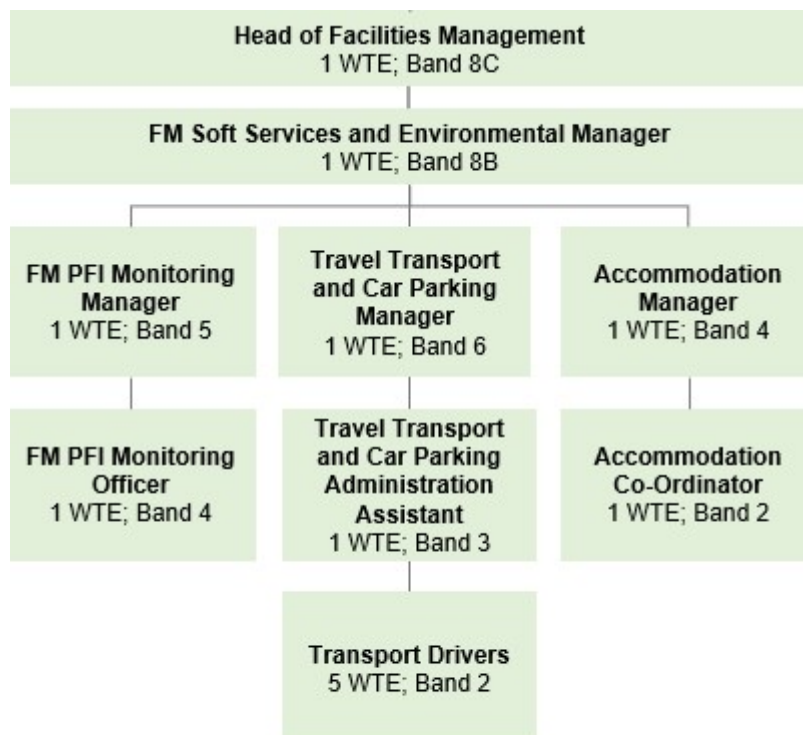
Job purpose

To monitor performance and contract compliance of the soft FM services to deliver continuous improvement and sustainability to the overall patient experience across sites.

Job summary

- Implement Environmental Management compliance schemes, and continually monitor compliance
- Monitor the performance of the Facilities Management (FM) services under the Private Finance Initiative (PFI) Contract. Services that are included in the PFI contract are: Car Parking, Catering, Domestic, Grounds, Pest Control, Portering, Post, Receipt and Distribution, Security, Telecommunications, Linen, Waste, Helpdesk, Housekeeper and Estates
- Undertake planned and random auditing of the services
- Undertake investigations and inspections of the facilities
- Prepare and evaluate contract variations
- Assist in the review and implementation of systems that will support continuous improvement of services

Organisational Chart



PHU Facilities Management & PFI

Specific Core Functions

- Lead on Environmental Management projects on behalf of the Trust, ensuring compliance with regulations, attending meetings/seminars as required and monitoring compliance.
- Plan and organise projects, implement changes to practices, and provide training to Trust staff on environmental management compliance.
- Review monthly FM reports and verify data submitted.
- Lead the monitoring of all FM services in respect of quality, compliance and sustainability. Provide reports to various Trust groups and stakeholders.
- Participate and act upon the findings of the PLACE (Patient Led Assessment of the Care Environment) audits.
- Evaluate and analyse current service delivery of the FM services against internal service level agreements and in line with the PFI output specifications and contract monitoring agreements.
- Plan and organise FM service monitoring schedules.
- Undertake scheduled inspections as well as targeted visits to ascertain the condition and compliance of the facilities. Scope of the inspection may be focused on a specific FM service (i.e. cleaning or maintenance) or general.

- Assist with the review and development of a contract monitoring system with the PFI partner through preparation of audit tools.
- Assist in maintaining a contract monitoring database.
- Provide input to the quality monitoring system as an integral part of the service specifications.
- Provide input to the reporting system for the Trust as an integral part of the PFI project.
- Prepare data in support of contract variations, which will feed into the overall cost for the service.
- Gather PFI workload data, which will support contract performance and financial variations.
- Formulate and evaluate contract variations in conjunction with FM PFI Monitoring Manager.
- Assess the impact of service development and implement necessary changes in Service Specifications and the payment mechanism.
- Participate in contract monitoring meetings as required.
- Effectively communicate on all aspects of soft FM service provision to external agencies including, external contractors and private sector partner.
- Provide advice, education, and inform all Trust staff where appropriate, with regards to the FM services.
- Analyse and interpret PFI contractor's data records and reports.
- Prepare formal reports to be presented to Trust forums where necessary.
- Brief and direct specialist external advisors and consultants for specific aspects of service review and development where required.
- General administration duties.
- The postholder to take positive action to gain an understanding of sustainability and climate change and how the Trust is responding and lead on demonstrating a commitment to reducing the carbon and energy footprint for soft FM services.
- To undertake any other reasonable duties as requested, this may include responsibilities not normally covered on a day-to-day basis.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - b) providing and receiving complex or sensitive information,
 - c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post has minimal demand for work related physical skills.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder is responsible for the purchase of some physical assets or supplies.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for maintaining one or more information systems where this is a significant job responsibility.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<ul style="list-style-type: none"> • GCSE Grade C and above in English Language and Mathematics. • Knowledge of MS Office applications by appropriate course. • BTEC in Business Studies or similar. 		
Experience	<ul style="list-style-type: none"> • Experience within the health service, or related area for a minimum of 1 year. • Experience of carrying out quality assurance audits in a Hospital FM setting. • In-depth working experience of FM services in the hospital setting. • Experience of carrying out audits against standardized documentation. 		

<p>Knowledge</p>	<ul style="list-style-type: none"> • Ability to gather data, compile information, and prepare reports. • Skill in organizing resources and establishing priorities. • Skill in the use of computers, preferably in a PC, Windows-based operating environment. • Ability to design and implement systems necessary to collect, maintain and analyse data. • Ability to communicate effectively, both orally and in writing. • Ability to develop, plan, and implement short- and long-range goals • Ability to develop and maintain record keeping systems and procedures. • Knowledge of Facilities Management services. • Presentation skills. 		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.