

## Job Description

<b>Job title</b>	Support Services Manager	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Hospital Director	<b>Job code</b>	HOS/050
<b>Location</b>		<b>Evaluation Date</b>	1 July 2017

### Job Purpose

Manages and is responsible for the operation of support services for the unit including the catering, housekeeping, maintenance, administration and reception functions. The post holder is a member of the hospital's Senior Management Team.

### Responsibilities

- To manage and develop Support Services, ensuring that the highest quality services are provided within budget.
- Manages the maintenance of all the hospital's assets, including the building, within the Capital Expenditure Budget.
- Alongside Hospital Director and Regional Finance Manager, identifies budgetary needs (both operational and capital) and puts together proposals to be sent to MD.
- Ensures that functional spends are correctly managed within agreed budgets, as well as identifying and flagging any potential overspends on a weekly basis.
- Build and maintain effective relationships with external suppliers.
- Be highly visible within site to both service users and colleagues.
- Seeks advice and guidance from Estates professionals to ensure that all improvements to assets are carried out to Priory minimum standards, as well as meeting any regulatory requirements.
- Project manages local capital expenditure, if required, meeting with contractors and ensuring best value.
- Lead on site for any building improvements or projects including new builds.
- Manage the activities of any contractors on site to ensure all jobs are completed in a timely manner and within budget.
- Carry out regular building checks to ensure meets quality and compliance standards.
- Responsible for all people issues within support services including leading, developing, recruiting and motivating all team members.
- Keeps abreast of the latest developments in the hospitality, catering and maintenance industries, ensuring that best practice are adopted where appropriate.
- Provide out of hours support for emergency situations with site attendance if necessary
- Ensures team awareness of Priory Customer Satisfaction Surveys, implementing changes as appropriate.
- Communicates and implements Priory policies and procedures, ensuring that all regulatory, health & safety and operational standards are adhered to.
- Maintain health and safety documentation as delegated within their role, requesting assistance from external contractors as appropriate, together with carrying out local safety checks in line with Priory Group Health and Safety policies
- Ensure appropriate external contractors are used to undertake repairs and not to make any repairs or alterations that would affect the safety of the workplace
- Report regularly to site manager on health and safety and fire issues
- Co-ordinates Health & Safety for the hospital reporting directly to the Hospital Director and feeds back to SMT, Clinical Governance and Health & Safety meetings.

## Knowledge / Education / Skills

- Relevant professional qualification, which is accredited by a recognised institute.
- Experience in project management, ideally with a qualification
- Excellent communication and negotiation skills.
- Good organisation and time management
- Comfortable working within tight deadlines
- Ability to handle ambiguity
- First class customer service skills

## Experience

- Experience in a similar role within Healthcare or Hospitality
- Proven experience as a leader with experience of managing diverse teams
- Experience of effectively managing and working within budgets
- Ideally experience of working in a matrix environment.

## Communication

Communication is a key feature of the role, as the post holder will be required to motivate several different operational services. Some coaching and interviewing will be necessary. Additionally, the post holder will liaise with other departmental managers to ensure the quality of operational services continue to meet the needs of service users, visitors and colleagues.

## Responsibility

### **Leadership**

Direct leadership for all colleagues in the support services department.

### **Budgets & Equipment**

Responsibility for managing and keeping within budgets and for putting together proposals for the annual budget review.

### **Information**

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

## Working Environment

Post holder will be based within hospital; will be contact with service users and all visitors to the hospital.

<b>Upholding the Company Behaviours</b>	
This provides some guidance on the types of conduct to support the Company Behaviours	
<b>Behaviour</b>	<b>Evidence</b>
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being a Family	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>