

ROLE BRIEF

Department:	Corporate Services
Job Title:	Head of Corporate Support Services
Responsible To:	Hospital Director – The Horder Centre
Location:	The Horder Centre, The McIndoe Centre & Outreach services
Job Purpose:	<p>Reporting directly to the Hospital Director for The Horder Centre, the postholder will directly manage, support and develop the departments within their remit, across all sites, ensuring the highest customer standards within a safe environment.</p> <p>The postholder will be responsible for the following corporate support services:</p> <ul style="list-style-type: none">• Catering• Housekeeping• Guest services• Transport <p>The postholder will be required to work closely with the ir departmental managers with other teams to ensure an effective, seamless service is provided for all Horder Healthcare patients, provided by properly trained and motivated staff. The postholder will be required to clearly and succinctly present relevant operational detail to the executive team.</p> <p>The postholder will be required to participate in the Management on call rota.</p>
Key Duties:	<p>Operational Management</p> <p>To lead, motivate and supervise departmental managers, offering practical assistance with problem solving where appropriate.</p> <p>To demonstrate high standards of customer service and ensure this is continued by all staff</p> <p>Provide oversight and support to the personnel requirements of the ir departments with regard to staff selection, recruitment, development, deployment, performance review, absence management and disciplinary and grievance procedures.</p> <p>To actively participate in budget/business planning and the development of their departments through both strategic and operational improvement and development.</p>

	<p>To develop good communication networks and relationships at all levels within their departments and with other teams, colleagues and customers across the organisation .</p> <p>To manage the performance of their departments against key performance indicators ensuring that manpower is effectively deployed to meet the demands of the service.</p> <p>To ensure that the corporate support services are responsive to patient needs, fostering continued liaison with the clinical team to determine the appropriateness and timing of interventions.</p> <p>Ensure all audits/reviews of the departments and their performance are undertaken and action is taken to address any issues raised.</p> <p>Ensure departmental compliance with all relevant standards and integrated governance requirements.</p> <p>Implement the Horder Healthcare policies within the departments</p> <p>Quality</p> <p>To ensure that customer care standards and accompanying protocols are in place, adhered to and regularly reviewed.</p> <p>To ensure that an effective audit programmes are in place within each department, which provide a basis for service development and performance enhancement.</p> <p>Resource Management</p> <p>To maintain departments within agreed budgetary levels</p> <p>To ensure resource s are managed effectively and appropriately, including temporary staff, maintenance requests, selection and ordering of equipment and supplies. Ensure the performances of departments are managed against agreed Key Performance Indicators (KPIs):</p> <ul style="list-style-type: none"> • Staff work hours/establishments/lost hours • Patient satisfaction (PSQs) <p>Ensure departments maintain adequate staffing levels in relation to patient needs within the boundaries of the establishment 's manpower.</p> <p>To ensure effective stock control systems are in place within departments to meet both service requirements whilst offering optimum budgetary control.</p> <p>To oversee any in-house catering functions as part of the public relations and marketing strategy, keeping within agreed budgets.</p>
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To ensure that cleaning schedules reflect both the provision of quality to meet pre-determined standards and infection control requirements as well as optimising the financial use of staff skill-mix, man-hours and stock.

Training & Development

To ensure effective training programmes are in place to achieve the quality targets regarding customer care, cleaning, food presentation and the handling of concerns and complaints.

Ensure all staff from departments of responsibility attend necessary training, particularly with regard to food hygiene, infection control, clinical waste disposal and manual handling.

To ensure that staff have an effective induction and orientation programme when new, or where roles or responsibilities change as a result of service development.

To utilise all available mechanisms and resources to both identify staff development needs and initiate the necessary training programme.

To play a key role in the management of projects designated by the Horder Healthcare, following the processes outlined within the Centre's quality improvement programmes

Human Resources

Performance Management

To conduct monthly one to ones, midyear reviews and annual appraisals with direct reports), in line with the performance policies as well as completing the supporting documentation within the appropriate timescales.

Recognising and praising good performance whilst immediately and effectively addressing poor performance.

General

To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare.

Ensure employees to apply information security in accordance with the established policies and procedures of the organisation.

To take every opportunity to maintain and improve knowledge and professional competence, in line with the appropriate professional body or as agreed at the annual Individual Performance Review.

To take an active role in Horder Healthcare's staff appraisal system and action

	<p>agreed goals and objectives.</p> <p>To be aware of their responsibilities and role in relation to the Business Continuity Plan.</p>
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <ul style="list-style-type: none"> • A qualification in management or significant operational experience at a management level. • The ability to manage a large team in a diverse environment with a focus on client and customer service. • Strong organizational and time management skills • Proven track record in delivering services within budget • Flexibility and the ability to innovate • The ability to present and report on relevant business information • Excellent influencing skills • Working experience/knowledge of hospitals/healthcare • Supervisory level qualification in Food Safety • Flexibility, delegation and prioritisation skills • Customer/patient service experience <p>Nice to Haves</p> <ul style="list-style-type: none"> • Knowledge and experience of business continuity planning. • Knowledge and experience of environmental sustainability and supporting carbon reduction strategies. • Evidence of continuing professional development • Management experience at senior level in a healthcare related industry • Established relationship building and stakeholder management (Senior / Board Level)
Health and Safety:	<p>The Health Act 2008</p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques

	<ul style="list-style-type: none"> safe disposal of sharps. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants , disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .</p>
Safeguarding	<p>You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm . Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
People Managers (if applicable)	<p>You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.</p>
Review	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically , which we'll discuss with you first.</p>
Role Brief Agreement	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>