



General Manager of Facilities

Candidate information pack

April 2024

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Safe



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WELCOME

Croydon Health Services NHS Trust holds a special place in the heart of our community; it is a role that we take very seriously. We have ambitious plans to continue our journey to transform our care and services for people in our borough and support our staff in the roles they fulfil.

We are a forerunner for how the NHS is changing. Our One Croydon Alliance is a trailblazer in integration so that our services work together across health, care and the voluntary sector so that we can provide the best possible, holistic care to one of London's largest boroughs. We are working together to help people live and stay well, as well as providing expert care at times of illness. We were also one of the first to bring together the local NHS Trust and Clinical Commissioning Group (CCG) under a single leadership team to speed up decision making, reduce duplication and release investment in continuous quality improvement. This has continued to reap dividends and we have further developed the approach working with the Integrated Care System (ICS) across South West London.

Our core service remains the provision of urgent and emergency and elective secondary care services and the full range of community services to our local population. In addition to our work with primary care and our links to mental health services, our staff provide the full range of healthcare services for more than 390,000 people. Our role is to ensure this is delivered in the best way possible from a patient, population and member of staff perspective.

Our shared ambition is to improve health for all by focusing on the stark health inequalities in our community. Addressing this goes far beyond the walls of one public service, which is why we are working as 'one' in the borough and are especially supporting the increasing role of the voluntary

sector. The South West London Health and Care Partnership was first established in 2018, bringing together our neighbouring CCG, local authorities, NHS providers, healthwatches and community voluntary organisations across six boroughs – Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth. We were formally granted ICS status in April 2021.

The COVID-19 pandemic hit our community harder and faster than most. Like other NHS trusts, we have also seen extreme pressure for urgent and emergency care services, whilst continuing to maintain patient safety and maximise efficiency to tackle national elective care backlogs. None of this would be possible without supporting our staff. The results of the latest NHS Staff Survey revealed a challenging picture across the country, including here in Croydon. Caring for the wellbeing of our staff, including greater mental health support to help deal with the emotional pressures of the pandemic, has been at the very forefront of our priorities alongside our care for patients. After all, to give our very best for our patients, we have to give our very best for our workforce.

It is in this context of change, challenge but increasing collaboration across systems that we are seeking our next **General Manager of Facilities** to provide a clean, comfortable, safe, secure and welcoming environment for patients and staff with a wide range of Facilities Services.

If you would like to have an initial conversation, please contact our recruitment partner, Brendan Davies at Hunter Healthcare, on 07585 356985 or bdavies@hunter-healthcare.com

We very much look forward to hearing from you.

Christopher Shaw
Director of Estates and Facilities

ABOUT US

Croydon is a trailblazer in integration to join up the health and care services available and break down barriers between professional teams to make the most of our workforce and expertise.

Despite its relatively small size, the Trust makes a big impact. Croydon has led the way in the country's COVID-19 recovery, opening a 'hospital within a hospital' to care safely for patients needing planned surgery and procedures.

Croydon was one of the first NHS trusts to return to more than 100% of pre-lockdown levels to tackle the COVID backlogs. The Trust was also one of the first to receive and administer the COVID-19 vaccine in the biggest ever immunisation rollout in the NHS.

The Trust runs two hospitals, north and south of the borough. Its main campus, Croydon University Hospital, is home to the borough's only Emergency Department and often receives

more ambulances than many major trauma centres. The hospital provides more than 100 specialist services, including 24/7 maternity care.

An ongoing investment programme is also transforming the facilities available, with a dedicated new children's unit and multi-million pound intensive care unit opening in 2023.

The Trust's sibling hospital, Purley War Memorial Hospital (PWMH) in south Croydon provides outpatient care and diagnostic services and will soon house one of 50 new surgical hubs in the country.

The expanded Purley Elective Centre (PEC) will include new operating theatres, short-stay wards and diagnostic services for low complexity procedures, to help reduce waits for patients and free up the Trust's main surgical theatres in the Croydon Elective Centre (CEC) at Croydon University Hospital to undertake more complex procedures.



Dedicated community services also cover every corner of the borough, including specialist home treatment for children with cancer and adults with long-term conditions. The Trust also provides health services to some of the most vulnerable in our community, including asylum seekers and people experiencing homelessness.

The Trust has one of the most diverse workforce profiles in the capital, with more than half of its staff from Black, Asian or Minority Ethnic groups – almost twice the national average – reflecting the diverse communities it cares for.

At the same time, the Trust is increasing its role as an anchor institution at the heart of its community. As the borough’s largest employer, this includes supporting local business through kick-starters and apprenticeships to increase employment, and working with our universities to train the next generation of health and care workers in Croydon.

The Trust’s vision is to provide excellent health and care for all and to help people in Croydon to live healthier lives.

Leading pioneering partnerships, the One Croydon Alliance brings together six organisations with a shared ambition to improve the health of the population and tackle long-standing health inequalities, with oversight of almost £1 billion to fund service improvements across health, social care and voluntary sectors in Croydon.

As part of the One Croydon Alliance, the borough is closing the gaps between services by working together to provide more holistic care for patients, keep people well and create opportunities for staff. The NHS in Croydon is part of the ICS in South West London, working together to build a more resilient workforce, reduce variations in care and deliver better value for money. The organisation’s progress and strategic objectives can be found at www.croydonhealthservices.nhs.uk



The Trust and NHS Croydon at a glance



OUR VALUES

We want residents to feel confident in our care, and for our staff to feel proud to work here. Our values shape everything we do, every single day. They determine our behaviour and the experience of those we look after.

Our values are; we will always be **professional, compassionate, respectful** and **safe**.

PROFESSIONAL

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

COMPASSIONATE

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

RESPECTFUL

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff of all backgrounds bring to our services

SAFE

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to improve our care constantly
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care

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PROFESSIONAL
COMPASSIONATE
RESPECTFUL
SAFE

OUR FIVE YEAR STRATEGY

For the first time, there is a joint strategy across hospital, community, primary care and mental health services in Croydon, to transform the health and care of residents over the next five years, working in partnership with social care and the voluntary sector in the borough.

ACHIEVING OUR VISION

Excellent care for all and helping people in Croydon live healthier lives

LIVING OUR VALUES

Our values shape everything we do, every single day.
We will always be:

Professional • Compassionate • Respectful • Safe



WITHIN FIVE YEARS / 2023-2028

Our objectives are clinically-led and community-focused to change the way we deliver care and support our staff with five key priorities



IMPROVING HEALTH & REDUCING INEQUALITIES

- Tackle deep-rooted health needs and inequalities, working closely with our communities and the voluntary sector to improve health and wellbeing
- Take a proactive approach to prevention, early intervention, and providing care closer to home, improving access to care in areas of greatest need.



PROVIDING HIGH QUALITY CARE

- Place patient appointments at the heart of everything we do, engaging with people to learn from feedback, improve care and collaborate on plans for future services.
- Continue to meet or exceed national NHS performance and quality standards to ensure patients receive safe, timely care including in our maternity, emergency, planned and out of hospital services.
- Make the most of the digital technology we already have and adopt new tools to improve care and coordination across different health and care providers.



CREATING A GREAT PLACE TO WORK

- Deliver an ambitious plan to improve Croydon Health Services' culture, with a focus on inclusivity, compassion and collaboration.
- Building on the national NHS workforce plan, take a long-term view on workforce across the whole NHS system, actively recruiting the staff we need now and planning a workforce fit for the future, with joined up, multi-disciplinary teams at the heart of our care.
- Further our investment in training, grow our development opportunities and roll out initiatives to promote a positive environment for our talented workforce.



DEVELOPING SUSTAINABLE FINANCES

- Achieve best values for patients and tax payers by improving efficiency and reducing unnecessary costs.
- Explore new income streams, aiming for fair funding for Croydon's needs.
- Continue to ensure dedicated investment in primary community and mental health.



ACTING AS A LEADER IN PARTNERSHIP

- Further our focus on Croydon's economic health, by creating career opportunities and promoting growth in our communities.
- Continue to join up health and care in Croydon, whilst collaborating across South West London to support our ongoing improvement.

WITHIN ONE YEAR

Our one-year objectives will be refreshed annually to monitor our progress and priorities to achieve our vision for excellent health and care for all

- Review all existing projects tackling health inequalities to ensure their effectiveness.
- Launch four community hubs and six local partnerships run by the voluntary sector, to help prevent ill-health.
- Make progress on our plans to deliver state of the art Community Diagnostic Centres in Purley and New Addington, offering faster access to checks, scans and tests and supporting early diagnosis.
- Improve the experiences of our patients and local residents by learning from complaints and widening our engagement with our communities.
- Support NHS services from primary care through to acute hospitals to provide the highest standards of care, evidenced by 'Good' or 'Outstanding' CQC ratings.
- Implement the first year of our Primary Care Strategy.
- Implement our Estate Strategy to make better use of our NHS buildings, expanding elective theatres, to increase the number of operations and procedures we can provide whilst maintaining the number of hospital beds in the borough.
- Develop a clear People and Culture Strategy.
- Strengthen our staff engagement and wellbeing support offers.
- Create new opportunities for colleagues across our Integrated Care Networks, with additional skills and new ways of working in multi-disciplinary teams in Croydon and throughout South West London.
- Achieve our agreed financial control total of £16.4 million deficit, whilst reviewing what we do, to make sure our services are both high quality and cost efficient.
- Bid for additional funding for Croydon's health system and secure investment in our mental health community services and vital estates infrastructure.
- Grow our links with our schools, colleges and universities to foster local talent and increase the number of apprenticeships we offer by 40%.
- Represent and advocate for Croydon residents at a regional and national level.
- Improve how effectively we work together in the One Croydon Alliance.

JOB DESCRIPTION

Job Title:	General Manager of Facilities
Directorate:	Estates & Facilities
Department:	Facilities
Band:	8d
Accountable to:	Director Of Estates & Facilities
Responsible for:	Facilities Services including catering, domestic service, laundry and linen, portering, post room, switchboard staff, car parking, customer services, reception, waste management, security, patient and staff transport, community property administration and other minor contracts. To lead on the Trust's sustainability plan.
Department role:	To provide a clean, comfortable, safe, secure and welcoming environment for patients and staff with a wide range of Facilities Services utilising a diverse workforce. Facilities Services are to be in line with all Government targets and initiatives and mandatory legislation.

JOB SUMMARY

As part of the Estates & Facilities senior management team, the postholder will:

- Provide effective management, strategic leadership and direction to the range of Facilities Services.
- Take senior lead on all operational activity within the department and assist the Director of Estates & Facilities in the development and delivery of strategies for the range of services.
- Ensure efficient, effective, customer-focused services are delivered against agreed targets and within budget.
- Effectively manage contracted out services to ensure they meet agreed standards, provide high quality delivery and value for money against key performance targets.
- Ensure quality principles and standards are in place to meet the Trust, local and national standards.
- Work closely with colleagues in the department to ensure the Trust environment is maintained to high standards.

- Act as a patient champion for the environment ensuring that all Facilities' services are designed, developed and delivered with the patient in the context as the customer.
- Work in collaboration with the Estates & Facilities leadership team in the strategic management and operational performance of the Estates & Facilities Directorate.

The postholder is responsible to the Director of Estates & Facilities for the quality and delivery of patient services, support staff and the environment for Croydon Health Services NHS Trust. The general objectives are as follows:

- Strategic leadership of the Facilities' teams.
- Provision of high quality care and act as Patient Environment Advocate.
- Strategic service development for Estates & Facilities Services.
- Effective value for money, cost and efficiency improvements.
- Liaison with staff and patients.
- Provision of a high quality, safe and clean environment.

- Provide professional advice and support to the executives, senior managers, clinical colleagues and stakeholders. This includes interpretation and applications of policy changes, guidance and best practice.
- Effective management of staff accommodation.
- Development and review of Facilities operational risk registers and ownership of facilities incident management. Provide robust risk mitigation strategies and risk assessment mitigation plans.
- Ensure compliance with industry and NHS guidance and legislation.

MAIN DUTIES AND RESPONSIBILITIES

OPERATIONAL AND MANAGEMENT RESPONSIBILITIES

- To lead on Policy and Service development relating to Facilities' services and be accountable for its implementation. The postholder will undertake highly complex contractual and financial negotiations with senior staff and specialist contractors, relating to the provision of services to the Trust.
- To be the source of technical expertise on 'soft fm' issues for the Estates and Facilities senior management team and provide interpretation of legislation where required.
- To ensure that all services managed have robust continuity plans.
- Responsible for the senior level operation for Facilities Services to ensure high quality via optimum use of available resources. Ensure accurate timely information is provided for performance monitoring.
- Work closely with, and actively support, the operational managers to ensure that efficient and effective customer-focused services are delivered against agreed targets and within financial allocation.
- Ensure with managers and supervisors that staffing levels are maintained and appropriate resources are in place.
- Identify, analyse and research on commercial opportunities to maximise income to develop the services while maintaining standards compliant with local and national guidance. This could include outsourcing and tendering opportunities.
- Work with the Estates & Facilities senior management team to provide a cohesive and seamless Estates & Facilities service meeting the needs of the people of Croydon.
- Ensure services provided by external contractors are managed and monitored effectively and delivered against robust key performance indicators.
- Ensure there is a procurement strategy in place for the contracted services including the preparation of contract specifications and service level agreements as required and lead on tendering processes.
- Ensure that Facilities Services are best value for money (BVM) through compiling service level agreements and market testing/ benchmarking the services within contract timetables.
- To oversee all market testing exercises for the Facilities Services, agreeing specification, evaluating bids and making recommendations for Trust Board approval.
- Represent the Director of Estates & Facilities for Facilities Services when necessary.
- Undertake any duties or projects as requested by the Deputy Director of Estates and Facilities that are commensurate with the role.
- Set objectives for operational teams to support the business planning process and provide a framework and develop relevant metrics for performance monitoring.
- Responsible for the development of policies and procedures for Facilities Services and ensure its implementation as governance requirement.
- Ensure and demonstrate statutory and regulatory compliance with respect to Facilities Services.
- Keep a compliance scorecard to demonstrate continuous compliance improvement.

- Responsible for the communicating highly complex information to various Trust Boards and committees including Patient Forums and external stakeholders in all developments and improvement of the Facilities Services.

QUALITY MANAGEMENT AND SERVICE IMPROVEMENT

- Responsible for ensuring there is a process of overall quality management systems and metrics for the Facilities Services.
- Responsible for ensuring there is a culture of continuous improvement across the Facilities Services. Contribute to changes in the delivery of healthcare and to identify and implement innovative solutions that support the Trust's Transformation and Quality Improvement agenda.
- Manage outsourced contracts through regular formal reviews. Liaise, intervene and negotiate as and when necessary to deal with concerns or problems.
- Ensure formal records are available to support robust governance processes.
- Regularly review all services to ensure effective performance and best value.
- Ensure services are measured and delivered against agreed key performance indicators.
- Oversee and project manage highly complex strategic service improvements, process reform and innovation in line with enhanced service delivery and patient care.
- Formulate, present and implement business cases and service agreements as required.
- Ensure models of best practice are implemented.
- Lead in the identification and assessment of risk in relation to Facilities Services and ensure controls are put in place to reduce risks and identify measures to address risk where possible.
- Be responsible for the direct liaison with the legislative bodies, ensuring appropriate inspections take place and a correct response is provided to the published recommendations with appropriate officer of the Trust being informed at all stages.
- Ensure continuous improvements to KPIs for the range of Facilities Services.
- Ensure complaints are dealt with appropriately, investigated and resolved promptly and lessons learned are embedded to ensure ongoing service improvements.
- Take responsibility for ensuring service developments and improvements are achieved in conjunction with patients and develop service user groups, reflecting a wide representation from the Trust.
- Ensuring customer-focused services are provided, and service users are consulted with for service developments.
- Lead a multi-disciplinary patient environment quality audit, patient-led assessments of the Care Environment (PLACE) auditing the environmental standards, setting actions and monitoring progress.
- Compile and present complex information to appropriate forums.
- To play a meaningful senior management role in the Estates and Facilities department and ensure appropriate Facilities Support Services for clinical services.
- To actively promote and raise the Estates and Facilities profile across the Trust and positively raise the Trust's profile externally. Support and develop Facilities Services in line with the Trust's strategic objectives.
- To ensure that all infection control procedures are being followed in relation to the environmental cleaning in the organisation including implementation of new mandatory guidance as this is launched.
- To ensure that all audit processes are being carried out in accordance with mandatory, statutory and local guidelines and reported to the Trust Board in accordance with the Trust governance framework.
- To highlight, manage and oversee all Health and Safety risks in accordance with the Trust Risk Management policy.

FINANCE AND BUDGET MANAGEMENT

- To be responsible for the budget for the portfolio of Facilities Services in the region of £25m.
- Take strategic lead on the business planning process for Facilities and ensure the business plan meets objectives of the Trust/department. To ensure that there are strategic and operational business plans in place for all services responsible for, and capture the plans as part of the annual business planning cycle.
- Manage an income and expenditure budget and staff costs, and ensure the establishment of services are kept within agreed budgets through adherence to the Trust's establishments of control system and financial parameters. To analyse financial performance and identify when financial targets are being under/over achieved and to take corrective action as appropriate.
- Manage and implement the Estates & Facilities best practice and cost improvement plans by identifying potential Facilities Services cost improvements/service redesigns, equipment management and implementing as necessary.
- Work with the Finance department in identifying cost pressures and cost implications of service development or improvements.
- Provide accurate, reliable and timely reporting for the Directorate's management team (including Performance Review Meetings), and for the Director of Estates & Facilities, executive team and Trust Board as required.
- Lead the formation of the annual workforce development plans, ensuring integration with the business planning cycle and optimal deployment of the workforce.

HUMAN RESOURCES

- To be responsible for the management of staff in the Facilities Services section provided by a directly-employed labour force.
- Manage the recruitment, selection and development of staff to ensure that the department has the right staff resources and skill mix.
- To be an officer with disciplinary status.
- To ensure the health and wellbeing, performance management and morale of all staff employed within Facilities Services.
- To provide professional leadership and support to staff within Facilities Support Services.
- To develop a team of professional managers required to deliver the highest quality of service within the resources available.
- To ensure training is provided to managers and staff employed within Facilities Services in order to maximise the potential of the individual and their efficiency in line with the Trust Workforce strategic objective and divisional workforce plan.
- To ensure that sufficient staffing levels are maintained to deliver the level of service required by the Trust.
- To liaise with staff groups and their representatives as necessary.
- To ensure staff undertake and complete annual PDRs with clear objectives for themselves and their teams which align with overall Trust objectives.
- Ensure appropriate workforce planning is carried out in relation to service delivery and development.
- Provide senior leadership to Facilities Services' staff to engender a clear sense of direction in line with achieving the Trust's strategic objectives.
- Ensure training and development needs are incorporated into all service planning and business service models.



- Ensure the appropriate appraisal system is cascaded and Personal Development Plans are developed, implemented and compliant.
- Manage employee relations issues, ensuring that Trust policies and procedures are adhered to and issues are dealt with in a timely and consistent manner, including managing sickness absence and recruitment and retention.
- Be responsible for producing and presenting Management Statement of Case for disciplinary panels and to chair disciplinary hearings when necessary.

LEADERSHIP OF THE FACILITIES TEAM

- To set the visions and values for the Facilities Services and be an ambassador for living these values.
- Set strategic direction for the Facilities Services and motivate teams to achieve strategic goals and objectives. Ensure systems are in place and monitored.
- Agree personal development plans and jobs performance targets for staff.
- Prepare succession plans for key positions and career development plans to ensure high-potential staff have the development opportunities to grow and develop into key roles.
- Ensure the provision of multi-disciplinary training for Facilities departments, ensuring current legislation is adhered to and performance and quality standards are maintained by each department.
- To lead the Facilities Services on all matter relating to the Trust Equality, Diversity & Inclusion networks.

SERVICE QUALITY AND GOVERNANCE

- Establish Key Performance Indicators (KPIs) in conjunction with the Head of Performance and Statutory Compliance for the quality and delivery of each service and benchmark with other organisations.

- Ensure feedback mechanisms are designed to produce feedback that is candid, qualitative and able to be acted upon.
- Ensure the provision of all multi-disciplinary training for all Facilities departments, ensuring current legislation is adhered to.
- Ensure both performance and quality standards are maintained by each department.
- Ensure robust governance processes in relation to policy development, operation and compliance.
- Take the lead management responsibility for Health & Safety, Risk Management and Risk Assessment in relation to Facilities Services.
- Ensure compliance with CQC and all national standards for those services within the portfolio.
- Encourage and develop a culture to ensure the highest levels of customer service are demonstrated by Facilities staff promoting a professional and caring image. Provide 'patient-centred' services in recognition to the overall contribution to the patient experience.
- Develop, implement and take a proactive lead for the CQC and all national standards ensuring full compliance.

STRATEGIC SERVICE DEVELOPMENT

- Work with senior managers within the Trust to provide coherence and planning and implementation of service changes and developments.
- Seek out quality and cost improvements aiming to achieve modern, efficient and dependable services.
- Prepare service delivery plans identifying future direction of each service covering the next two-three years with milestones for achieving service improvements.
- Review best practice in the NHS and other sectors and apply positive contributions to services managed and actively network with EFM professional bodies, i.e. IWFM, IHEEM and HefmA.

- Lead the correct and timely implementation of all Trust policies within the Facilities Services.
- Provide strategic direction to the Trust for future development and investment related to switchboard services. Ensure investment is suitable and sustainable for future requirement.

ENSURING COST-EFFECTIVENESS

- Benchmark cost of services against other NHS hospitals, and against other relevant sectors.
- Review and assure best value for all services.
- Prepare and monitor annual revenue budget.

LIAISON WITH STAFF AND PATIENTS

- Develop an understanding of clinical needs to build helpful and responsive services.
- Observe how services are experienced by patients and staff and regularly review patient feedback to ensure Facilities Services meet patient needs.
- Liaise regularly with clinical staff and patients to obtain feedback on whether current services and assess if requirements are met.

FURTHER INFORMATION RESPONSIBILITIES

- Carry out any other duties as directed by the Director of Estates & Facilities.
- Ensure Croydon Health Services NHS Trust policies and procedures are adhered to.
- Comply at all times with the requirements of the Health & Safety regulations and the Trust's Health & Safety policies and procedures.
- Ensure confidentiality at all times on all matters and information obtained during the course of employment.
- Comply with Croydon Health Services NHS Trust policies on equal opportunities and promote equal opportunities at all times.
- Comply with the requirements of the Data Protection Act.

GENERAL

- To work in accordance with the Trust's Values to demonstrate consistently the behaviours required.
- The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
- To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace.
- To promote positively at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
- To adhere to the Trust Infection Control policy, procedures and guidelines, and in particular practise strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.

All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.

To comply with the Trust's Safeguarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. This will require you to:

- Ensure you are familiar with and comply with the London Child Protection procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi-Agency Safeguarding Vulnerable Adults Pan-London procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct.

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is "someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation" (this includes carers).

- Copies of the protocols and procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.
- To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
- Budget holders are responsible for adherence to Standing Financial Instructions.
- Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget.
- To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference: staff pledges

- All staff are expected to demonstrate a considerate and respectful attitude.
- I will always introduce myself to patients and other staff "Hello my name is..."
- If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?
- If I can't help you I will always ensure that I refer you to someone who can.
- If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it.

This job description is not an exhaustive document, but is a reflection of the current position. The postholder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the postholder in light of service needs.

AM = ASSESSMENT METHOD: A= APPLICATION; I = INTERVIEW

AM

SKILLS AND ABILITIES	
● Strategic thinker with excellent analytical skills	A/I
● Strong value-based leadership skills, able to provide vision and drive for the future development of services	A/I
● Strong negotiation skills and ability to perform within multi-disciplinary groups	A/I
● Ability to draw up action plans and ensure that deadlines are met in compliance with overall strategy	A/I
● Ability to drive and manage change programmes and changed working practices	A/I
● Substantial experience and understanding of managing large departments and budgets	A/I
● Ability to work to tight deadlines and under pressure	A/I
● To be able to analysis data and compile reports for presentation up to Board Level	A/I
PERSONAL ATTRIBUTES	
● Excellent leadership skills; a strong team leader who can motivate staff to deliver results and provide outstanding customer service/experience	A/I
● A customer focused style to encourage staff to 'go the extra mile' to support their personal development	A/I
● Energy, drive and resilience to effect change and improve processes; ability to challenge the status quo	A/I
● Strong interpersonal skills and the ability to build good working relationships with other directorates and staff at all levels	A/I
● Excellent negotiating skills	A/I
● Project management experience	A/I
● Excellent financial management skills	A/I
● Excellent analytical skills and computer literate	A/I
● Able to manage autonomously within the corporate/trust framework.	A/I
● Proven operational management skills, ideally in an NHS environment	A/I
● Able to handle complex issues/situations and resolve conflict	A/I
● Ambitious, hard-working, flexible, cheerful, sensitive, enthusiastic and resilient	A/I
● Able to work independently	A/I
● Commitment to ongoing personal / professional development	A/I

HOW TO APPLY

The closing date for applications is **7 May 2024**

Applications should be made by submitting a full and updated CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application please include:

- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone number
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to:
applications@hunter-healthcare.com.
All applications will be acknowledged.

For an informal conversation about the post, please contact Matt Simpson, on: email: **bdavies@hunter-healthcare.com** or phone: 07585 356985

KEY DATES:

Event	Date
Application Deadline	7 May 2024
Shortlisting	9 May 2024
Interviews	w/c 20th May





Croydon Health Services

NHS Trust



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