

DEPUTY HEAD OF FACILITIES

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Lead and manage Catering, Cleaning, Portering, Logistics and Linen services across the Trust, making sure they are safe, effective and provide a positive experience for patients, staff and visitors.
- Support and develop teams and managers, helping them deliver high-quality services, meet performance targets and work in line with Trust values.
- Monitor service quality, budgets and performance, using information and audits to identify improvements and ensure services provide value for money.
- Work closely with colleagues, senior leaders and external organisations to develop services, improve efficiency and meet national standards and legal requirements.
- Lead projects and service improvements to enhance patient experience, reduce waste, improve performance and support the Trust's long-term goals.
- Take overall responsibility for the day-to-day running of Facilities Support Services, ensuring resources, staff and services are managed effectively across all Trust sites.

Job Description

Job title:	Deputy Head of Facilities
Grade:	Band 8a
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of Facilities
DBS required:	None

Job Purpose

To take overall responsibility for the day-to-day provision of in-house Facilities Support Services, ensuring that all are flexible, cost effective and meet the changing needs of the organisation's patients, staff and visitors. Support the development of improved performance and service delivery across Catering, Portering and Logistics and Cleaning and Linen services, ensuring they are provided in line with national guidelines and best practice. Play a key role in the auditing and monitoring of services - and lead on a range of projects addressing efficiency, performance and service issues.

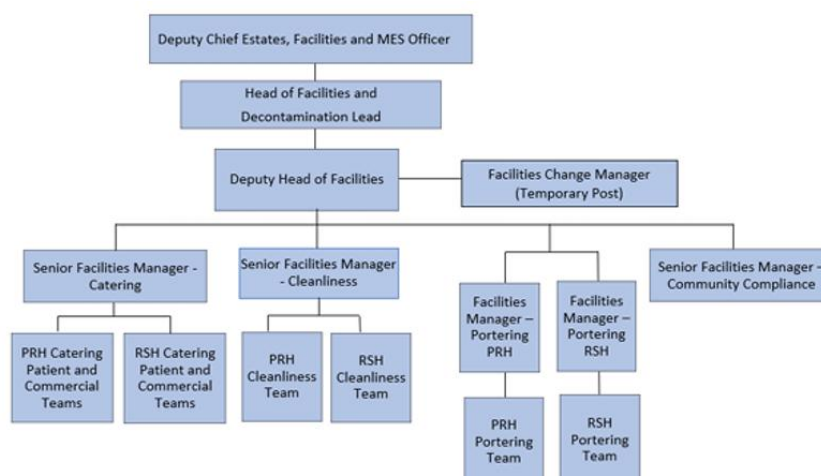
Working Relationships:

- Trust Executive Team
- Group Chief Estates, Facilities & MES Officer
- Chief Operating Officer/Deputy Chief Operating Officer
- Divisional Directors of Nursing
- Divisional Directors of Operations
- Corporate Nursing Team
- Heads of Services
- Service Managers
- Trade Union Representatives
- NHSE
- ICS
- CQC
- Shropshire Community Group leads

Budget Responsibilities:

Responsible for the budgets across several service areas (Circa £16m)

Organisational Position



Scope and Range

To be responsible for following Trust wide functions:

- Cleanliness Services
- Catering Services
- Porterage Services
- Movement of Waste
- Linen Services
- Mail room services
- Operational Non-Patient Transport link for SaTH
- Operational Car Leasing
- Operational Car Park Management

To represent the Head of Facilities at forums as appropriate.

Will be required to work with a broad range of internal and external stakeholders, to ensure that Trust objectives are met.

Main Duties and Responsibilities

Management Approach

- Ensure that an appropriate managerial and professional structure is in place to support the delivery of services within Catering, Portering, Logistics and Cleanliness services and group facilities compliance.
- Ensure that managerial responsibilities and objectives are clearly defined and that managers are developed and supported to carry out their role effectively.
- Develop and maintain effective channels of communication to ensure all staff are kept informed in a timely and appropriate manner.
- Facilitate communication and co-operation within the directorate and the wider Trust to support safe delivery of services under control.
- Support development of services using Service Improvement methodologies.
- Act as role model by demonstrating leadership and expertise and maintaining credibility within the Estates, Facilities and MES Division, Trust wide and Group.

Planning and Performance Review

- To support the Head of Facilities with the co-ordination of the development and production of the Facilities Business Plan in congruence with Trust Strategic aims and Local Delivery Plan. To contribute to the agreement of service and financial objectives for the services under control.
- To develop and implement Trust wide policies and procedures for Catering, Cleanliness and Logistics services which contribute to improvements and achievement of objectives.
- To agree financial objectives for the areas under control.
- To use data analysis to monitor the performance of the services against agreed KPIs and be responsible for taking corrective action where necessary.
- To review the success of the services under control, evaluate, and where appropriate, develop and subsequently implement options to enhance performance.
- To develop service agreements with hospital departments and wards, in collaboration with appropriate members of staff and to ensure that service provision matches agreed standards.
- To ensure the most appropriate and effective use of resources taking into account competing priorities and performance targets.
- To ensure performance targets for statutory and mandatory training and appraisals
- are achieved in Catering, Portering, Logistics and Cleanliness services and to monitor sickness absence rates taking any necessary action to improve.

- Accountable for ensuring Catering, Logistics and Cleanliness services comply with all relevant statutory and NHS requirements and legislation.

Financial Management

- To establish annual budget proposals incorporating any cost improvement requirements in association with the Finance Department.
- Be responsible for developing and managing budget and expenditure controls for departments under control.
- To manage the effective devolution of budgets to Managers ensuring that appropriate monitoring and review measures are in place.

Human Resources

- To be overall responsible for the management of Catering, Portering, Logistics and Cleanliness staff.
- To implement agreed performance review and objective setting measures, including all staff development and training needs.
- To encourage a positive employee relationship environment by proactively promoting Trust Values, establishing good communication, developing effective staff engagement and promoting well-being within the Facilities Directorate.
- To chair disciplinary and final formal sickness panels in line with trust policies.

Developments

- To work with the Head of Facilities to develop long-term strategies, reduce waste and promote standard work in Catering, Portering, Logistics and Cleanliness services.
- To work with service managers and their teams on improvement and development projects.
- To develop and manage business cases to secure investment and service innovation.
- To identify potential opportunities and solutions to perceived service issues.
- Working with group to develop facilities compliance

Specific Responsibilities

- To be responsible for the management of all Catering, Portering, Logistics and Cleanliness services to the Trust.
- To always maintain the Risk Register for areas under control.
- To ensure that robust contingency planning processes are developed and implemented.
- To support the Trust environment and patient experience through the annual PLACE assessments.

Systems and Equipment

- To be fully conversant with corporate communication systems to enable optimum effectiveness of these.
- To be familiar with the use of information technology systems and equipment in use within the Trust.
- To regularly travel between Trust sites by car and the wider group as required.

Decisions, Judgements and Freedom to Act

- To work with a large degree of autonomy, reporting as required to the Head of Facilities.
- Interprets national guidance and policy to ensure compliance for services under control.
- To be accountable for significant decisions affecting the Catering, Portering, Logistics and Cleanliness services, including those related to financial and human resources, quality and service developments, and those issues having wider implications for services across the Trust.
- To support the Facilities Management Team in ensuring appropriate systems are in place to deliver safe effective services to patients, visitors and staff.
- To act in accordance with the Code of Conduct for NHS managers.

Communication and Relationships

- To develop and maintain effective systems of communication, written and verbal, formal and informal, within the functions under control.
- To ensure information in respect of the Catering, Portering, Logistics and Cleanliness Services is disseminated appropriately.
- To produce and present written and verbal reports, as required, in relation to operational activities at a variety of forums.
- To maintain communication with external professional bodies to ensure that professional knowledge is accessed and promulgated within Facilities.
- The postholder will be expected to both provide and receive complex information of new practices, legislation and policies.
- The postholder may be called upon to provide statements and interviews to the media around services under control.
- To ensure that confidentiality is always maintained in accordance with the Trust's Confidentiality Policy.

Physical, Mental and Emotional Demands of The Post

- To travel regularly between RSH and PRH sites to ensure effective management of the Facilities services, presence at various quality site inspections and for attendance at meetings as necessary.
- To work flexibly as appropriate to meet agreed and critical deadlines, both short term and long term.
- There is a requirement to sit in a restricted position for lengthy periods, have long periods of concentration and lengthy periods using a VDU on most days for analysing data, writing of lengthy reports, policies and strategies.

- Exposure to distressing or emotional circumstances, including termination of employment when dealing with staff i.e. regular involvement with issues such as change management, disciplinaries, grievances etc – overall responsibility for approximately 600 members of staff.
- Exposure to unpleasant working conditions, while undertaking environmental inspections and workplace visits.
- To always act sensitively in ensuring that the concerns of staff are dealt with sympathetically and in accordance with Trust Values.

Person Specification

	Essential	Desirable
Qualifications	Master's Level Qualification in relevant subject Evidence of Continuing Professional Development Evidence of Senior Leadership Training Health and Safety Qualification Level 4 (Advanced) Food Hygiene Certificate	NEBOSH Certificate Accredited Coach Relevant Degree
Experience	Experience of working at a senior level of facilities management in a complex organisation Comprehensive knowledge and experience of Soft FM services management Proven record of budgetary control and effective resource management Experienced in leading system and staff change management	Experience of leading a large-scale Catering Service

	Experience of commissioning HR processes, undertaking investigations analysing reports and chairing hearings and applying sanctions	
Knowledge and skills	IT literate with an established understanding of IT systems Able to deal with complex projects and lead in the event of operational failures A broad understanding of national and local initiative policies and initiatives affecting facilities services within the healthcare environment Work independently using own judgment and initiative Excellent communication and negotiation skills Good leader Comprehensive knowledge of food safety in a large-scale Catering environment Ability to utilise Model Hospital data to monitor performance and drive improvement A demonstratable interest in improving patient experience	

Other	Self-motivated with a flexible approach to workload Ability to travel across sites	
--------------	---	--

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the

creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.



Proud to have signed
The Pregnancy
Loss Pledge

