

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | |
| Job Title | National Facilities Services Advisor |
| Immediate Senior Officer/ Line Manager | Head of Facilities Services |
| Department | Facilities Services, NHS Scotland Assure |
| SBU | Procurement, Commissioning & Facilities (PCF) |
| Location | Delta House, Glasgow |
| CAJE Reference | NPHFSS186 |
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| **2. JOB PURPOSE** | |
| The post holder will support the Head of Facilities Services in providing subject matter expertise in the delivery of the national Facilities Services programme as directed by the Scottish Government, national advisory groups including the National Strategic Facilities Group and the Scottish Facilities Management Advisory Group and its subgroups.  The new role will provide crucial subject matter expertise to NHS Scotland Assure to enable the organisation to provide a co-ordinated approach to the improvement of risk management and quality in the healthcare environment across NHS Scotland. The post holder will provide support and leadership to a range of important national initiatives in facilities services, particularly in the areas of policy and guidance development, service improvement, statutory compliance and best practice, and quality assurance.  This role will further involve:   * Providing expert advice, guidance and direct support to NHS boards and Scottish Government on the delivery of facilities services (Catering, Cleaning, Linen Services, Portering, and Security) against relevant legislation, standards and guidance. * Supporting the development of systems and processes to review and validate the quality and level of compliance of services against relevant legislation, standards and guidance. * Supporting and providing training to NHSScotland Boards on various initiatives. * Providing support to collaborative NHS Scotland Assure initiatives including Key Stage Assurance Reviews, developmental and research activity, contributing to new commissions and requests for support. * Contribute to the development and implementation of the NHS Scotland Assure Facilities Services Strategy. | |

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| **3. DIMENSIONS** |
| The services concerned have a high public profile and can have a significant influence on the patient experience within the healthcare setting.  The postholder will contribute to the development of national operational policy on facilities services delivery and related topics, providing national leadership and support to NHS Scotland professionals in the field.  Collaboration with other specialist services within NHS Scotland Assure and externally within NHS boards and the Scottish Government will be required. The postholder will also work closely with and be supported by the project management resource within the Facilities Services Team.  The post is advertised as a hybrid role with home working and office bases available within the central belt of Scotland. |

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| **4. ORGANISATIONAL CHART**  Director of NHS Scotland Assure  Assistant Director  Facilities Services  National Programme Director  Lead Medical Physicist  NSS Head of Facilities – Soft FM  NSS Head of Facilities – Hard FM  Head of Facilities Services (External)  Head of Decontamination and IRIC  **National Facilities Services Advisors (2)**  **THIS POST**  Programme Managers (2)  Facilities Support Manager  Business Analyst  Project Support Officer  Project Support Officer  \* The Facilities Services Team (External) comprises the Head of Facilities Services (External), 2 Programme Managers, 2 National Facilities Services Advisors (this post), 1 Facilities Support Manager, 1 Business Analyst, and 2 Project Support Officers. |

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| **5. ROLE OF THE DEPARTMENT** |
| [NHS Scotland Assure](#) was launched on 1st June 2021 and forms part of NHS National Services Scotland (NSS) Board. NHS Scotland Assure exists to improve how we manage risk in the healthcare built environment across Scotland. It encompasses some of the existing services provided by Health Facilities Scotland (HFS) and Antimicrobial Resistance and Healthcare Associated Infection (ARHAI) in addition to the new services offered by Assure.  Facilities Services is a division of NHS Scotland Assure and provides technical and operational guidance to the Scottish Government Health and Social Care Directorate and NHS Scotland bodies in relation to all aspects of healthcare facilities, to support and improve health and well-being in patient facing services.  Facilities Services (External) is a team within the Facilities Division which works together with NHS Scotland to establish and deliver professional/technical standards and best practices, including the promotion of new initiatives in the field of healthcare practice and management within the specialist areas of catering, domestic, linen, portering and security services. |

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| **6. KEY RESULT AREAS** |
| 1. Provide subject matter expertise to NHS boards, Scottish Government and NHS Scotland Assure in the field of professional facilities services. 2. Support NHS Boards with various initiatives including policy development, provision of guidance and best practice, developing and implementing processes and systems to support service improvement and assurance. 3. Supporting the development and implementation of a national strategy for NHS Scotland Assure Facilities Services. 4. Contributing to the development and delivery of assurance and compliance monitoring systems and processes for Facilities Services, including the Key Stage Assurance Review process. 5. Supporting the Head of Facilities Services through the provision of expert advice and guidance across the Facilities Services portfolio. 6. Stakeholder engagement and communications – the post holder is required to collaborate and negotiate with a wide range of individuals at senior levels within NHS Scotland organisations to ensure backing and resources are committed to support the delivery of projects. 7. Support to the Head of Facilities Services on a range of activities, including deputising for the Head of Facilities Services as necessary. 8. Provide support to Boards in identifying and implementing efficiency and quality improvement opportunities in relation to the delivery of facilities services. Leading and facilitating groups, projects and initiatives in relation to these areas with project management support from the team. 9. Supporting research or development work to investigate new opportunities for improving national facilities services and related topic areas. 10. Represent NHS Scotland Assure on a variety of strategic and working groups, boards and committees to support the work of the service. |

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| 7. ASSIGNMENT AND REVIEW OF WORK  Work will be assigned and measured by the Head of Facilities Services. The post holder is expected to work with a high degree of autonomy at national level and prioritise and manage their own workload in accordance with the service objectives and timescales of the agreed objectives. The post holder will be an important, core member of the team and must demonstrate considerable initiative.  The post holder will then have the freedom to decide the best approach to achieving the appropriate principles, objectives, policies and assigned work within the key result areas.  The post holder will need to display effective decision making and problem-solving skills; along with planning and analytical skills of the highest order, to ensure appropriate, timely, consistent and robust responses are made to information requests from Scottish Government, NHS Boards, and NHS Scotland Assure. The post holder is required to be able to assess and investigate complex information and situations and specialist healthcare services and produce logical and innovative solutions in collaboration with key stakeholders.  Annual personal objectives and personal development plans will be set ad agreed with the Head of Facilities. Objectives will be reviewed twice a year. |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| The post holder requires the highest level of oral and written communication skills to influence and advise NHS board senior managers and directors. The post holder must communicate highly complex, potentially sensitive or contentious information to a wide range of disciplines in a manner that is easily understood and may require to overcome resistance and motivate or influence individuals and groups in order to progress projects and programmes.  The role will require presentation skills of the highest order to enable complex information to be disseminated across NHS Scotland and beyond in a credible and confident manner.  Scottish Government and NHSScotland Board stakeholders will need to rely on the information and advice presented in order for them to confidently make national decisions on infrastructure matters; therefore, the post holder will need to form trusted and reliable working relationships with senior executive members from across the NHS and Scottish Government. This role will also be pivotal in making sure that Scottish Government policy is clearly and effectively communicated and managed to ensure appropriate implementation and response across NHSScotland.  Internal   * Members of the Facilities Services Team and Division * Colleagues across NHS Scotland Assure including other technical teams and clinical teams within ARHAI. * Colleagues across NSS particularly in support departments such as Digital, HR, Procurement and Legal. * National leadership and advisory groups supported by NHS Scotland Assure (NSFG, SFMAG, specialist expert groups etc)   External   * Scottish Government Health and Social Care Directorate * NHS boards including special health boards such as Healthcare Improvement Scotland (HIS), National Education for Scotland (NES) * National Bodies and Associations such as HCA, AHCP, BDA, HEFMA etc * External contractors and suppliers. |

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| **9. MOST CHALLENGING PART OF THE JOB** |
| The post holder is required to provide a high degree of expertise and technical knowledge in the field of facilities services provision and delivery in a healthcare environment. The post holder must conduct themselves with a highly professional manner in order to build confidence and reputation with key stakeholders. Strong interpersonal and influencing skills will be required. The postholder is required to interact with and influence a wide range of stakeholders across a number of NHS Boards at senior management levels to provide potentially complex advice and support. In addition, the postholder may need to anticipate and respond to emerging and high priority support requests; strong time management and prioritisation skills will be required to meet fluctuating demands and a variety of customers and stakeholders. |

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| 10. Systems  A high level of competence is expected in the use of IT systems to meet the requirements of the post. This will include routine and advanced use of Microsoft Office (MS) software for communication, data and information management, report writing and presentations e.g. Microsoft Teams, Word, Excel, PowerPoint, Outlook etc. Use of the internet, intranet, and other data sources.  The post holder will be required to apply quality management systems to manage information and to work within NSS Standard Operating Procedures for business processes and data storage. |
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| 11. WORKING ENVIRONMENT AND EFFORT  **Physical Effort** |
| Sitting, standing, walking – light physical effort  Regular requirement to use road transportation/travel to different parts of Scotland, live building site visits are possible but rare, and use of VDU’s more or less continuously when in the office.  Frequent remote/agile working may involve carrying and operating laptop, mobile device, and materials for meetings and training/teaching events.  Mental Effort  High levels of concentration are required for all aspects of this role - including planning, facilitation, data analysis, co-ordinating meetings, achieving deadlines, work prioritisation, responding to ad hoc information requests, report writing, etc. Changing from one activity to another will be common, as are interruptions.  Regularly dealing with information that is inherently complex, diverse and potentially contentious.  Emotional Effort  Exposure to distressing or emotional situations is rare, except for the occasional need to robustly defend your opinion to those with potentially opposing views. |

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| **12. WORKING ENVIRONMENTAL / CONDITIONS & MACHINERY AND EQUIPMENT** |
| Working Conditions:  A frequent daily requirement for sitting/working at a computer/laptop and thus also frequent use of VDU screens for a significant part of the working day.  Use of Machinery and Equipment:   * Laptops & Desktops- everyday use * Projectors - communications sessions / presentations * Photocopiers - everyday use * Telephones - everyday use * Printers - everyday use * Specialist meeting equipment including teleconference equipment. |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| Professional estates knowledge acquired through an academic Degree and related professional qualification, or equivalent, and highly developed specialist knowledge across a range of facilities related procedures and practices acquired through pro-actively working alongside experienced colleagues and regularly acquiring continual development through formal courses.  Experience of the following management functions is also required:   * Presenting to large groups, a range of stakeholders, and often more senior individuals. * Managing the co-ordination of multi-stakeholder meetings whilst adhering to formal governance arrangements and arranging dissemination of papers in an orderly and timely manner. * Evaluating current practice and performance, and then implementing changes to affect service improvement. * Gathering complex information, carrying out the appropriate analysis, and communicating the findings in a range of oral, written, and visual means. * Providing training on policy or strategy implementation. |

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| **14. JOB DESCRIPTION AGREEMENT** | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | |
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| Postholder Print: |  | |  |  |  |
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| Manager Signature: |  | | Date: |  |  |
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| Manager Print: |  | |  | | |
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| Manager Title: |  | |  | | |
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| HR Stamp: | |  |  | | |
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