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| **1. JOB IDENTIFICATION**   |
|   **Job Title:** |   **Assistant Logistics and Security Manager**  |
|  **Department(s):**  |  **Facilities**  |
|  **Job Reference number (coded ):**   |    |
| **2. ROLE OF THE DEPARTMENT**Supporting the provision of quality patient care within the Queen Elizabeth University Hospital Campus.The Facilities Directorate deliver a variety of services (e.g. patient and retail catering, domestic cleaning, portering, security, transport) which support and contribute to the provision of quality patient care. |
|  **3. JOB PURPOSE**To provide management on a day-to-day operational basis with responsibility for the provision of Logistics and Security services. Working on rotational rota including weekends and out of hours work on occasion, the post holder will have responsibility for ensuring the seamless delivery of Logistics and Security services enabling the provision of safe quality patient care, which consistently complies with the NHS, Facilities Scotland and Healthcare Improvement Scotland.  |

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|  **4. ORGANISATIONAL CHART** |
| **5. SCOPE & RANGE**Assistant Logistic and Security Manager working on a rotational shift pattern, including weekend work, with out of hours work on occasion with responsibility for ensuring the delivery of Logistic and Security service provision across the QEUH campus which comprises circa 1940 beds spread across a range of specialities including adult and children: Night shift working may be required.Provision of Portering services covering clinical and non-clinical areas. The post holder will undertake a wide range of Logistic and Security management related functions and will provide contact and interface with clinical staff, patients and visitors on a day to day basis.  |
|  1. **MAIN DUTIES & RESPONSIBILITIES**
* Oversee the delivery of the range of Logistic and Security services ensuring consistent high quality provision.
* Resolution of operational challenges to ensure the seamless delivery of services.
* Ensure services provision compliance with all statutory & legislative standards and local & national policy. protocol and procedure – e.g. National Cleaning standards, local Infection Control Guidance etc
* Maintain a high profile presence acting as a Logistic and Security interface on a day to day basis with Facilities colleagues, clinical staff, patients and visitors.
* Day-to-day management of staff on duty including performance and attendance issues.
* Manage and direct Logistic Supervisors in the management of sickness absence ensuring full compliance with the Boards Attendance Management Policy, with the aim of achieving the Boards 4% target.
* Direct, lead, develop and motivate staff to ensure best performance and effective delivery of services.
* Ensure the delivery of services within allocated budgetary parameters.
* Ensure efficient and best use of all resources – i.e. staff, equipment & materials
* Participate in and support internal and external service inspections – e.g. Corporate & National HIS inspections.
* Respond to and address/resolve requests from Facilities and clinical colleagues in respect of services provision or domestic related issues.
* Meet with patients and their representatives regarding the quality of service, ensuring comments shared

are acted upon in order to continuously improve services delivery and optimise patient satisfaction at all times.* Ensure any patient/public member’s complaints are addressed and resolved courteously and efficiently in line with Board policy.
* Develop and maintain effective working relationships and communication with Partnership colleagues.
* Ensure a safe working environment at all times in respect of services delivery and general site activity complying with Health & Safety, Fire, COSHH & and associated local policy and procedures.
* Contribute to the development and review of departmental risk assessments ensuring full compliance with all appropriate legislation, e.g. manual handling training, provision of PPE, Infection Control procedures and Fire Safety Plans, etc.
* Participate as a member of the site Fire Team.
* Manage and direct Logistic Supervisors, making regular visits to premises throughout their areas of responsibility, including the completion of performance reviews to ensure the achievement and

maintenance of the required standards of cleanliness and full compliance with all policies and procedures.* Ensuring the completion of Route Cause Analysis for any non-compliant quality scores achieved and all actions identified to be addressed as a consequence including training plans.
* Completion of trend analysis from quality performance audits, interpretation of results and completion of actions agreed to address themes identified.
* Ensure the allocation of schedules of work, checking of work schedules and making temporary adjustments as may be required to meet needs of the service on a daily basis takes place.
* Record information, daily register/checklists, notification of absence details for Logistic Supervisors.
* Authorisation and recording of annual leave or other leave for Supervisory staff whilst maintaining services within budget.
* Responsible for ensuring accurate recording in relation to manpower data and SSTS inputting
* Training of staff to agreed standards.
* Ensure consistent and accurate Datix recording in the event of any incident or accident occurring
* Develop effective relationships and communication with all stakeholders – e.g. Facilities colleagues, clinical staff, Partnership colleagues and a range of external individuals and organisations such as, external auditors etc.
* Ensure staff are managed in line with local policies.
* Undertake a range of staff related absence management and disciplinary related tasks as per local

Policy. * Ensure staff comply with Health & Safety regulations and adhere to manual handling/risk

      assessment and fire safety training.* Responsibility for the initiation, development, implementation and review of departmental improvements/changes, reflecting changing guidance and user expectations to ensure customer satisfaction.
* Make arrangements to ensure Portering and Security staff attend all statutory and mandatory training as per requirement.
* Support local Portering and Security staff Turas completion ensuring local targets are complied with.
* Attend and participate at a range of meetings as required and requested by the Logistic and Security Manager.
* Lead and develop a proactive approach to quality improvement initiatives and project delivery.
* Ability to balance priorities and work within designated timelines to deliver a full range of services.
* Monitor and manage Automated Guided Vehicle System (AGV) on behalf of Logistic Services.
* Monitor and manage a range of operations on QEUH helipad supporting the take-off and landing of emergency aircrafts.
* Carry out Audit of workplaces and Loading Bay(s).
* Collate and present monthly Performance data for Logistic and Security Services as directed by the Logistic and Security Manager.

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|  1. **SYSTEMS AND EQUIPMENT**
* Service specific Management systems such as AGV, Helipad Operational Equipment etc.
* IT Equipment such as PCs and printers utilising standard Word & Excel.
* Datix’ Pecos, SSTS.
* Variety of FM systems devices.
* Infection Control Manual.
* Service Manuals, Health & Safety Control Book, H.R. Policy Procedures Manual.
* Duty registers.
* Logistic and Security Rotas.
* Stock control registers.
* Training programmes/Staff training record cards and staff files.
* Range of service related cleaning equipment.

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|  **8.  DECISIONS AND JUDGEMENTS** * Risk Assessment.
* Resolution of operational challenges are addressed.
* Escalation.
* Post holder works unsupervised within parameters set by the Logistic and Security Manager of Logistic and Security Services.
* Day to day work is self-generated although the Logistic and Security Manager may delegate specific tasks.
* Respond to any emergency incident promptly and efficiently.
* Post holder must make on the spot decisions.
* The post holder will agree objectives with the Logistic and Security Manager of Logistic and Security Services.
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|  **9. COMMUNICATIONS AND RELATIONSHIPS** *Within NHS Greater Glasgow and Clyde** Communicating with patients, visitors and staff
* The post holder communicates with the Facilities Managers and a wide range of service users, reporting and reviewing regularly on the provision, planning and development of efficient and effective services.
* A high standard of written, electronic and verbal communication skills are required by the post holder in the performance of their duties, to enable them to communicate effectively with the Facilities Management, Supervisors and other departments and organisations within the hospital, e.g. Health and Safety Officers, Training Officers, Risk Management, Trades Unions, all wards and Heads of Departments.

*External to Greater Glasgow and Clyde** The post holder communicates in the form of meetings, telephone discussions, e-mail, fax, and other correspondence with various groups of people on both a local and national basis, including:
	+ Various suppliers
	+ Various contractors

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|  1. **PHYSICAL/MENTAL/EMOTIONAL DEMANDS OF THE JOB**

 PHYSICAL EFFORT* The post holder will exercise accuracy whilst using all IT related systems
* Site walkabouts on a regular basis to visit service users and staff.

MENTAL EFFORT* The nature of the post holder’s workload involves prolonged periods of mental concentration in the analysing of data for the preparation of pay bill, staffing levels, overtime allocation and reports.
* The demands of the post require the post holder to operate a computer and data base system for prolonged periods of time throughout the working day.

EMOTIONAL DEMANDS* The post holder has responsibility for all staff interactions which can prove highly emotive and complex.
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|  **11.  MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** * The most challenging part of the job is to provide a range of high quality, flexible, cost effective Logistic and Security services, delivered within budgetary parameters to meet the needs of patients and clinical services.
* The post holder requires to prioritise their workload on a regular ongoing basis

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|  **12.  KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** * Facilities qualification, e.g. City & Guilds, SVQ or equivalent.
* The post holder must have experience in staff management, including recruitment procedures, conflict and behavioural management, performance management, staff appraisals, problem solving and have knowledge of relevant legislation, policies, procedures.
* Have the ability to work autonomously and be self-motivated and have effective and efficient leadership skills.
* The post holders must have the ability to respond to unpredictable/emergency situations.
* The post holder must have good IT skills
* The post holder must be articulate both verbally and in writing for clear interpretation ensuring instructions are understood and agreed by staff and service users.
* To have well developed leadership and managerial skills
* To manage good working relationships promoting partnership working and team building.
* Knowledge
1. Knowledge of Portering services.
2. Knowledge of Security/Helipad services.

 3. Knowledge of Health & Safety legislation and local policy. 4. Knowledge of C.O.S.H.H.  5. Knowledge of Lifting and Handling procedures and local policy. 6. Knowledge of Infection Control practices.  7. HR Policies.* Training
1. Training in the use of all machinery used (training provided).

 2. Training in all Security/Helipad operations (training provided). 3. Ability to effectively manage service provision throughout Facilities department.  |
|  **13.  JOB DESCRIPTION AGREEMENT** A separate job description will need to be signed off by each jobholder to whom the job description applies. **Job Holder’s Signature** **Head of Department Signature:**   |       **Date:** **Date:** |