



St. Francis Hospice Dublin

JOB DESCRIPTION

GENERAL & TECHNICAL SERVICES MANAGER

PERMANENT

1 WTE

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1. JOB PURPOSE

The purpose of this role is to lead and manage the General and technical Services in the Hospice. The post holder will ensure that the day-to day activities and resources of the Hospice are managed and co-ordinated throughout, this will include the maintenance of the facilities so that the first class patient focused service is delivered through the effective and efficient management of the Hospice general and technical services.

2. ACCOUNTABILITY

The position reports to and is accountable to the Chief Executive Officer or other designated officer in all matters relating to the job.

3. KEY DIMENSIONS

Direct reporting to the Chief Executive Officer

Key internal relationships that will influence the success of the role: Facilities/Maintenance Staff, SFHD Drivers, Line Managers across all the services, Leadership & Executive Team. The post holder will be working very closely with the Quality, Risk and Patient Safety Manager; Green Healthcare & Volunteer Services Manager and the Health & Safety Lead on the shared areas of responsibility. (Green Healthcare, Risk, Fire safety, Emergency planning and Health & Safety)

Key external relationships that will influence the success of the role: contractors, Technical suppliers, and relevant regulatory bodies

4. OPERATING ENVIRONMENT

Contractual Hours: 35 hours per week

Hours of work: The normal working hours are from Monday to Friday which may be discharged between the hours of 8 am to 6 pm as per agreed with the post holder (a typical day of 7 hours). Detailed of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager. There will be times when you will be required to work outside of the normal office hours.

Due to the nature of this role, the post holder will need to take calls or come on site after hours in the event of incidents or emergencies.

Location: This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. In the interest of patient care and changing needs, candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer. As St. Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

5. SALARY SCALES & ANNUAL LEAVE

Salary Scale: Department of Health - Consolidated Salary Scale (1st October 2023) – Technical Services Officer, Senior Assistant

55,521	57,538	59,562	61,584	63,606	65,629	67,651	69,666	71,695	73,712	76,040	77,175	LSIs
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Annual Leave: 30 days per annum.

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree in Electrical/Mechanical/Building Services Engineering or equivalent 	<ul style="list-style-type: none"> Have undergone SEAI Energy MAP training.
Experience	<ul style="list-style-type: none"> Minimum of 5 years relevant experience in Technical Services in a management position, including experience in facilities management. Management of projects Experience in emergency and contingency planning Excellent management and leadership skills providing good governance to both in-house and contracted staff. Working with ISO accreditations or other relevant technical accreditations e.g. ISO 5001 Energy Management Accreditation. Excellent IT skills to include, Word, Excel and PowerPoint, outlook, video conferencing tools e.g. Zoom/Teams 	<ul style="list-style-type: none"> Experience in Technical Services Management in a Healthcare Environment is desirable Excellent track record of achievement in a complex operating environment Experience in the construction and maintenance of healthcare buildings and the installation/maintenance of mechanical, electrical and heating services of such buildings Leading and/or participating in an organisation wide accreditation or other quality standard system
Knowledge	<ul style="list-style-type: none"> Working knowledge of legislation and technical guidance in the estates areas including building, planning, health & safety and fire safety regulations Working knowledge of Health Technical Memoranda (HTMs) standards. Working Knowledge of Planned Preventative Maintenance (Breakdown Maintenance/Condition Based Maintenance and strategies associated with each). Working knowledge of procurement and tendering protocols 	<ul style="list-style-type: none"> Knowledge of environmental/waste management/Healthcare Waste systems. Knowledge of HACCP and HIQA standards. Knowledge of Medical Gas Pipeline Systems Knowledge of Synchronised Generators, Uninterruptable power Supplies, Isolated power supplies Knowledge and hands on experience of Heat Pump and Photovoltaic technology Knowledge and familiarity with Building Management Systems (BMS), Computer Aided Design, Maintenance Management systems, Procurement and Asset Management systems Knowledge of the prevention and management of legionella, Pseudomonas and Aspergilla's in a healthcare environment
Other	<ul style="list-style-type: none"> Full driving license Candidates must demonstrate evidence of continuing professional development. 	

CORE COMPETENCIES

- Excellent Leadership skills and people management skills. Team orientated
- Self-motivated with excellent customer service and strong working/team building relationship skills.
- Ability to influence and negotiate at senior level
- Forward thinker on process improvement; continuously looks for ways to improve service levels within the working environment.
- Ability to evolve and adapt to a rapid changing environment.
- Demonstrate evidence of effective planning and organisational skills including an awareness of resource management and the importance of value for money.
- Demonstrate the ability to evaluate complex information from a variety of sources and make effective decisions.

7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES

The role of General and Technical Services includes but is not limited to:

- Develop and implement an effective General and Technical Services strategy for the organisation.
- Be responsible for the organisation, management and day-to-day operations of the general and technical services throughout the hospice. This will include:
 - Facilities Management (Hard & Soft)
 - Technical Services
 - Clinical Engineering
 - Major contractors (Security, Cleaning & Catering Services)
 - Other contractors
 - Waste Management
 - Transport & Fleet Management
 - Utilities (Power, Heating and water)
 - Pest Control
 - Medical Gas system
 - Other relevant non-clinical services as they are appointed.
- Develop and implement annual programmes for preventative maintenance, ongoing operational maintenance and the undertaking of repairs and renewals in regards to buildings, equipment and external site (roads, grounds and car parks).
- Define (where appropriate in accordance with manufacturer's guidelines) the maintenance requirements of all buildings, Plant, HVAC equipment and all other services equipment.
- Overall responsibility for the Hospice maintenance (Buildings and Grounds. It will involve: e.g. the repair, upkeep and efficient operation of mechanical, electrical, communications, security, fire prevention and other plant services, this will include lifts, medical gases, catering, heating, ventilation and AC (HVAC) and other specific services as maybe identified.
- Provide management in relation to medical gases, in accordance with HTM guidelines.
- Be responsible for identifying areas for development within the portfolio and for preparing the business case for these areas including the rationale for development.
- Prepare and manage annual budgets for all programmes and projects (Capital & Minor capital) with an emphasis on achieving quality results while maintaining value for money.
- Provide advice and technical direction for the development and execution of capital projects.

- Prepare feasibility reports, estimates, tender documents (drawings, specifications and contract conditions) obtain tenders, review method statements and other documents, arrange contracts, and supervise works.
- Develop standard operating procedures for the specification, drawing, costing and delivery of approved capital projects as required.
- Develop commissioning procedures and acceptance tests in conjunction with the design teams in the handing over of new plant, equipment and buildings to the control of the hospice.
- Ensure all external contractors are informed of and comply with all Health & safety regulations and any other relevant regulations & SFHD policies and procedures in performance of their duties.
- Development of Service Level Agreements (SLA) and KPI standards for Contracts and Contractors to ensure that agreed contract terms are complied with including project timescales and budgets.
- Prepare reports and maintain records on the progress on the works.
- Certify payments due to contractors for works carried out.
- Securely manage and maintain O&Ms and drawings pertaining to all aspects minor capital, capital works and historic archives of the built environment of SFHD.
- Lead, develop and implement an Energy Management Programme for St Francis Hospice Dublin.
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient healthcare.
- Overall responsibility for the management of Healthcare waste and general waste in the Hospice
- Responsible for the management of the contract with the Mobile phone Company; co-ordination of Staff mobile phones and SFHD landlines, including the switchboard in the reception areas.
- Responsible for the patient transport vehicle maintenance and SFHD drivers.
- Overall responsibility for Fire Safety and the fire register in the Hospice.
- Ensure the Hospice is at all times in compliance with statutory regulations e.g. HTM guidelines and the requirements of its insurers in respect of the buildings, plant and equipment under the remit of Technical Services.
- Assist in the development and implementation of appropriately focused management, operational planning and control systems
- Maintain a working knowledge of the relevant statutory bodies which apply to the role e.g. Health Information and Quality Authority (HIQA); standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards, Guidelines for the Prevention of Infection from Water Systems in Health Care Facilities. I.S. 340 and 852 in terms of Food safety requirements etc.
- Support the relevant managers in event management e.g. fundraising events
- Provide to the CEO, Leadership Team and/or Board Directors with regular reports as requested.
- Liaise with the insurance company e.g. reporting incidents, assisting in investigations etc.
- Liaise with, and where necessary engage with all appropriate statutory authorities and other relevant agencies and institutions.
- Manage all HR matters related to the direct reports such as leave management, performance management, induction, probation, payroll and recruitment and selection.
- Responsible for the ongoing coaching, mentoring, training and development of the team.
- Maintaining a high-performance culture and ensuring that our patients and their families are at the centre of everything we do.
- Develop and foster a proactive general and technical services and Health & Safety culture, having regard to legislative requirement and `best practice`.
- Contribute to the development of policies, procedures and guidelines/manuals in relation the areas of responsibility and other relevant organisational policies, engaging staff as appropriate.
- Participate in governance committees, forum or working groups as required (internal and externally).

General

- Comply with the Mission Statement, Ethos and Values of St. Francis Hospice Dublin.
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities.
- Contribute to and comply fully with the St. Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St. Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St. Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.

Carrying out any other reasonable duties, appropriate to the office that may be required from time to time by Chief Executive Officer or other designated officer in all matters relating to the job.

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

Signature of Job Holder:	Signature of Line Manager or Designated Officer:
Job Title:	Job Title:
Date:	Date: