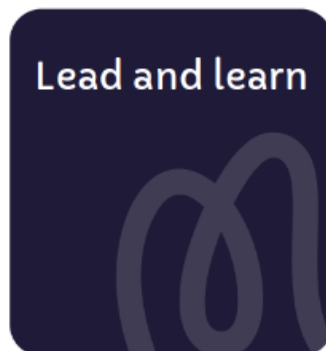
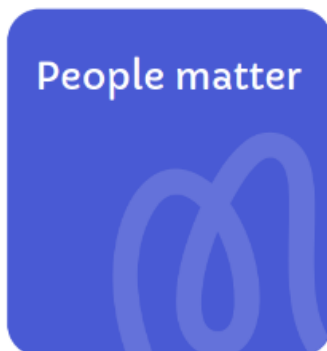


We're proud to care We're proud to work together We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,



Job Title: Head of Facilities

- **Salary:** £57,528 - £64,750 (progression linked to Competency Based Frameworks)

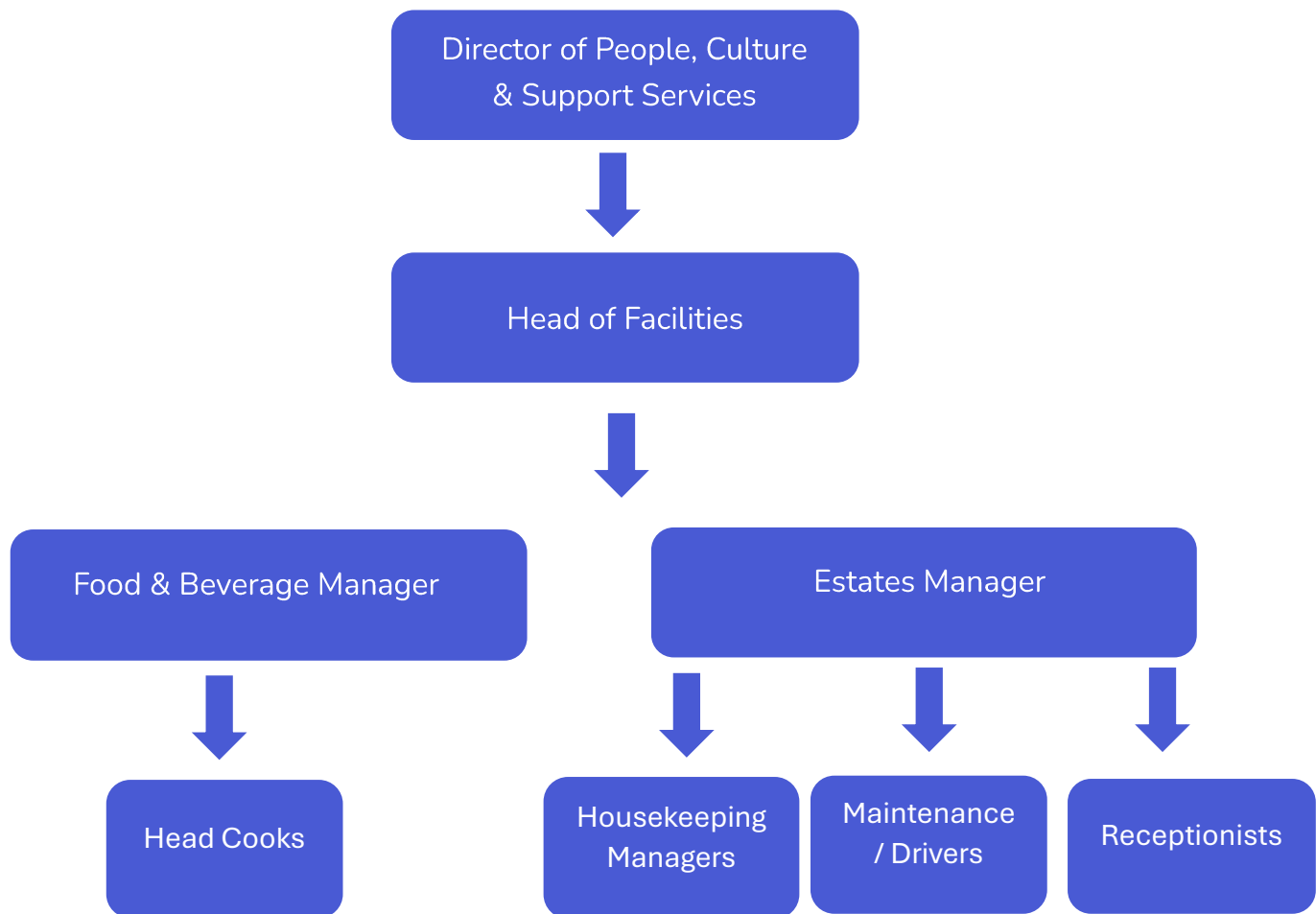
Location: Heald Green with cross-site working

Responsible for: Estates Manager and Food & Beverage Manager

Responsible to: Director of People, Culture & Support Services

Core Purpose: To lead and shape the delivery of the hospice's Estates and Facilities Strategy, while providing professional and strategic leadership to the estates and facilities teams and ensuring a safe, compliant, and high-performing environment and services that support outstanding patient care and the experience of the workforce and visitors. The role combines operational excellence with strategic leadership, driving innovation, income generation, and a culture of continuous improvement across all estates and facilities services.

Support Services Department Organisational Chart



Job Summary

This is a pivotal role responsible for leading the strategic and operational management of estates and facilities services across two very different yet complementary hospice environments and associated trading operations. One is a brand new, state-of-the-art building that offers a modern, inspiring place to work, providing exceptional opportunities to introduce new ideas and ways of delivering services. The second is a well-established, purpose-built hospice that has been serving the community for over 40 years and now requires ambitious redevelopment. A key part of the role will be to shape this transformation, drawing on the innovation, learning and design of the new site to inspire the future.

The postholder will champion a hospitality mindset, ensuring patients, families, colleagues, and visitors experience safe, comfortable, and thoughtfully designed environments and facilities.

In addition, the role will proactively identify and develop income-generating opportunities, particularly through catering, cafés, and hospitality services, contributing to the financial sustainability of the hospice.

Responsibilities

The Head of Facilities will:

Strategic Leadership & Development

- Lead the development and delivery of the Estates and Facilities Strategy, aligned to the hospice's purpose and strategic objectives
- Ensure the provision of expert estates and facilities advice across the hospice and its Trading Company
- Contribute to business planning, identifying opportunities for service innovation, quality improvement, cost efficiency and income generation
- Lead and manage a portfolio of estates, facilities and capital projects ensuring effective planning, procurement, stakeholder engagement, risk management and regulatory compliance overseeing delivery through to successful handover and post-project evaluation, while ensuring robust financial oversight and reporting

Operational Excellence & Compliance

- Ensure all estates and facilities services are safe, effective, compliant, responsive and well-led
- Maintain full compliance with all statutory, regulatory, and professional requirements
- Oversee planned preventative maintenance (PPM) programmes and reactive maintenance, ensuring robust systems and reporting
- Lead on health and safety, fostering a culture of ownership, accountability, and continuous improvement

Facilities & Hospitality Services

- Lead high-performing, customer-focused service delivery across:
 - Catering
 - Housekeeping
 - Estates including maintenance and driving
 - Reception and front-of-house services
- Ensure a hospitality-led approach, supporting and enhancing the experience of patients, visitors, and colleagues

- Drive high-performance, efficiency, and service improvement and innovation across all functions

Business Development

- Identify and deliver income-generating opportunities, particularly within catering and hospitality services
- Work closely with the Trading Company to maximise commercial potential
- Develop business cases for new initiatives and service enhancements
- Balance commercial growth with the hospice's values, patient-centred care and statutory and regulatory requirements

Financial & Contract Management

- Manage departmental budgets, ensuring effective financial control
- Lead procurement and contract management, ensuring service quality, compliance and value for money

People Leadership

- Lead and inspire multidisciplinary teams creating an environment that supports creative thinking, innovation, decision-making and psychological safety
- Build a high-performance culture aligned to organisational values, leadership behaviours and competency frameworks
- Support workforce development, succession planning, and capability building

Risk, Governance & Business Continuity

- Maintain robust risk management processes
- Monitor and analyse departmental performance including service outcomes, KPIs, budgets, risks, incidents and service outcomes developing appropriate interventions to address areas of under-performance
- Lead on policy development and policy reviews for areas of responsibility
- Lead business continuity planning and testing
- Ensure compliant systems for records management, storage, and secure destruction of confidential information

Digital Leadership

- Leverage digital tools and systems to improve service delivery as well as compliance monitoring, analysis and reporting
- Use data and insight to drive decision-making, efficiency, and performance improvement

- Champion the adoption of modern facilities management systems and smart technologies

Other Responsibilities

- Attend emergency call-outs as required
- Ensure continuing professional development
- Travel across hospice sites and retail locations as required

Qualifications, Experience, Knowledge and Skills

Qualifications & Professional Membership

- Degree-level qualification in Facilities Management or equivalent experience with evidence of continuous professional development
- Membership of IWFM or equivalent professional body
- Recognised Health & Safety qualification e.g. NEBOSH, IOSH

Experience and Knowledge

- Leadership experience across estates and facilities functions
- Experience within healthcare, hospice, or similarly regulated environments is desirable
- Proven experience managing diverse services (e.g. catering, estates, housekeeping, FM operations)
- Knowledge of legislative and regulatory requirements relating to estates and facilities
- Management of budgets, contracts, and procurement
- Track record of delivering service improvements
- Experience of developing income-generating or commercial services is desirable

Skills & Capabilities

The successful candidate will be able to:

- Lead strategically while delivering operational excellence
- Drive a culture of safety, compliance, and continuous improvement
- Identify and develop income-generating opportunities
- Embed a strong customer service and hospitality ethos
- Manage multiple projects and competing priorities effectively
- Lead and implement change successfully building strong stakeholder relationships

- Use data, technology and systems to enhance performance and efficiency, producing insightful analysis to inform reporting and support the development of robust business cases
- Demonstrate strong risk management and governance awareness
- Negotiate, influence, inspire confidence and engagement through effective communication
- Effectively use digital systems including Microsoft 365 applications to support communication, collaboration, data analysis, reporting and service delivery
- Demonstrate visible, values-led practice, modelling strong leadership behaviours

Terms and Conditions for Head of Facilities

Contract	Permanent
Work Pattern	37.5 hours over 5 days per week.
Location	Heald Green with cross-site working
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months
Notice	12 weeks
Safeguarding	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.