

Job Description

Job Title:	Car Park Manager
Base:	Facilities
Band:	6
Reporting to:	General Manager - Facilities

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

The Parking Manager has managerial, professional, and technical responsibility for service planning (both operational and strategic) and service delivery for the Parking service (for all users), ensuring that these meet or exceed, organisational objectives and expected outcomes.

The post holder is required to deliver a safe and high-quality service that achieves legal, financial, and service targets whilst maintaining effective working relationships and achieving a high level of satisfaction from stakeholders.

Through the development of business cases, capital and charitable bids, the post holder will lead the strategic planning and development for the service.

The post holder manages their own time and is guided by national policies and legislation and is responsible for Trust policies relating to the service. Acts independently but is able to seek advice from the Facilities General Manager. Work is managed and assessed at agreed intervals.

Main Responsibilities and Duties

key result areas/responsibilities.

Communication and relationship skills



The post holder is required to communicate effectively at all levels (both internally and externally), is required to develop initiatives, communications and support behaviour change programmes, to ensure greater awareness of the demands and service requirements of the teams and the impact it has on patient flow throughout the organisation.

Good presentation skills are required to deliver both oral and written material to a high standard. Listening/influencing at all levels in the organisation including board level.

The post holder will be required to use tact and diplomacy in their role and will be required to be sympathetic and have empathy in varying circumstances.

Working as part of a team, the Post Holder will be required to communicate with staff on performance and training issues, patients and staff, regarding complaints/feedback and provide advice to the Trust on all service-related matters.

Provide and receive complex information, where persuasive, motivational and negotiation skills are required to overcome barriers.

The post holder will be the nominated deputy in the absence of the Security Manager, providing support to the security team and advice on the Trusts security policy and applicable legislation.

Analytical and Judgmental Skills:

The post holder is required to undertake complex investigations and assessments of complicated projects/incidents /events.

Ability to make judgements about new products, equipment and/or service changes.

Planning and Organisational skills

The post holder is required to plan and manage their own workload and plan and manage the work for the Parking team with support from the Security team.

Ability to multi-task, concentrate for long periods, prioritise work appropriately and meet agreed deadlines/targets, including the preparation of business cases, capital and charitable bids.

Plan and co-ordinate staff training and service development.

Key Working Relationships

Work with stakeholders and partners across the organisation and the wider community to encourage participation in initiatives and provide advice and guidance to visitors, patients and staff.

Work in collaboration with Procurement team and other Trust departments.

Lead the Trust in the management of Parking services and contract delivery, liaising with both internal and external stakeholders, including ICS colleagues and with partner organisations, ensuring alignment with national guidance.

Patient / Client Care



Provide general non-clinical advice relating to the services, information, and guidance directly to stakeholders, staff, patients, relatives or carers. To provide a safe and enjoyable experience for the patients, staff and visitors of the service and hospital.

Responsible for ensuring that the environment and services are safe for Patients, Visitors and Staff to use. Investigate and respond to complaints in accordance with Trust policy.

Budget Responsibilities

Budget responsibility for the Parking service and contracts, to manage and report the use of financial and physical resources and identify cost pressures, cost improvement plans (CIPS), draft business cases and capital and charitable bids, for service development or capital/charitable investment bids.

Lead on the development and implementation of any service/financial recovery plans or targets.

To manage stock and assets, and act as an authorised signatory for the Facilities team.

Responsibilities for People or Training

The post holder, as head of service will manage recruitment, training, supervision, appraisal, sickness absence, grievance and disciplinary and the planning and allocation of work.

Ensure that the daily and advanced planning of adequate staff resources for the effective and safe operation of the services.

Responsible for the management and implementation of OD&P policies and procedures within managed area.

Identify your teams training needs and produce the Training Needs Analysis, for your managed areas.

As service lead and subject matter expert, ensure your own training and professional development remains up to date and appropriate for this role.

Other Factors

Responsibility for Policy/Service Development

The post holder is responsible for service and policy development within their own managed areas and to support the development of other Trust policies.

Responsible for the development of monitoring tools to ensure targets and standards are consistently achieved. Review and where necessary, develop operational procedures and quality assurance documents.

Responsibility for Information Resources

To maintain departmental and Facilities Directorate information systems, both computerised and paper based, providing reports and information, as and when requested.

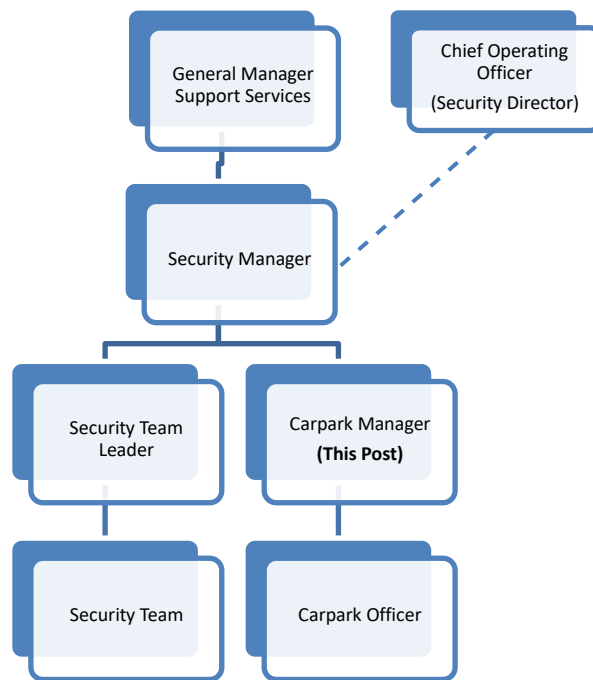
Provide data in support of national returns, e.g. ERIC CQUIN, CQC, patient safety and to support the timely response to Freedom of Information requests.



1. Develop systems to capture and report information, maintain and develop reporting systems to ensure full compliance and proactive management of initiatives and the delivery of targets.
2. Analyse, manipulate and store data, patient referral as required, creating accurate, timely and appropriate records and written reports.
3. Prepare monthly and annual returns/reports based on performance and engagement.
4. Arrange and attend meeting that directly impact on the facilities, services or people engaging in its use.
5. Develop and deliver management reports and Board level papers, when required, ensure they are presented in a clear and attractive format.

Research and Development – Responsible for surveys and audits within own department. Design and monitor programmes, test equipment and develop service models. Design service methodologies and equipment/procedures using research and service development activities.

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Knowledge Training and Experience:

1. Educated to degree level in a related subject or equivalent experience
2. Management qualification
3. At least 3 years' operational management experience in a customer orientated organisation/function providing transferable skills, applicable to this post.
4. Experienced budget manager, delivering services in line with agreed financial controls.
5. Experienced in the delivery of service improvement initiatives.
6. Proven change management, team building and organisational skills and experience.
7. Project Management experience
8. Excellent interpersonal, presentation and communication skills.
9. Leadership - visionary, energetic, democratic, supportive, team building, objective setting, openness, trustworthy

10. Presentation - good presentation skills are required, ability to deliver both oral and written material to a good standard.
11. Communications - listening/influencing skills, effective at all levels in the organisation, written, verbal, interpersonal, negotiating, cross-boundary
12. Ability to demonstrate good numeracy and literacy skills.
13. Basic computer keyboard skills.
14. Knowledge and understanding of the Data Protection Act and the need for confidentiality.

Physical Skills:

The post requires standard keyboard skills

Working Conditions:

The post holder may encounter unpleasant working conditions.

The post holder will use VDU equipment on a daily basis, but for less than half of the shift. The post holder is exposed to patients who have been or are being verbally or physically aggressive in person and on the telephone.

Physical Effort

Light physical effort required

Mental Effort / Emotional Effort:

The post holder has constant interruptions due to the nature of the role and is required to respond appropriately i.e., relating to partial or total loss of vehicles or accommodation units, these can be unpredictable by nature and the post holder is not able to plan for these interruptions.

The post holder will be directly involved in disciplinary, or grievance matters as well as dealing with difficult and distressing situations with staff, patients, or relatives.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description, but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



Person Specification

Job Title:	Car Park Manager
Base:	Salisbury District Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	Educated to a degree level qualification in a related subject or equivalent (significant) experience A Management qualification. A good understanding of managing services within the NHS.	Qualification or significant experience in managing similar/related services.
Experience	At least 3 years' operational management experience in a customer orientated organisation/function providing transferable skills, applicable to this post. Experienced budget manager, delivering services in line with agreed financial controls. Experienced in the delivery of service improvement initiatives. Project Management experience	At least 3 years operational experience, in a junior management role.
Knowledge and Skills	Proven change management, team building and organisational skills and experience. Excellent interpersonal, presentation and communication skills. Negotiating and Influencing skills. Presentation - good presentation skills are required, ability to deliver both oral and written material to a good standard. Communications - listening/influencing skills, effective at all levels in the organisation,	



	<p>written, verbal, interpersonal, negotiating, cross-boundary</p> <p>Ability to demonstrate good numeracy and literacy skills.</p> <p>Knowledge and understanding of the Data Protection Act and the need for confidentiality.</p> <p>Good report writing skills, able to produce appropriate and well researched reports.</p> <p>Good IT skills and the ability to present complex data and information with clarity.</p> <p>Ability to prioritise effectively recognising competing priorities and time constraints.</p> <p>Well-developed interpersonal skills and the ability to work effectively with technical and senior managerial staff across the organisation and with senior staff in other organisations.</p> <p>Experienced in reporting complex data, demonstrating highly developed analytical skills (written and verbal).</p> <p>Self-motivated, proactive and able to work autonomously.</p>	
Other Job-Related Requirements	<p>Leadership - visionary, energetic, democratic, supportive, team building, objective setting, openness, trustworthy.</p> <p>Participation in the Facilities on call rota.</p>	

Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.



Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events.

The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.



By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

