

September 2023

Dear Applicant,

Re: Facilities Team Leader

Thank you for your interest in working for the Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a royal medical college whose members are at the forefront of tackling the COVID-19 pandemic and furthering high standards of patient care and safety.

About you

You will have solid experience of supporting facilities services and/or general facilities management. You will ideally have experience of delegating and supervising the work of a small to medium sized team, this will include the administration of work, scheduling staff rotas, and work schedules alongside proactive communication and key stakeholder engagement.

You will also need experience of supervising contractors and service providers and a current working knowledge of contractors and agency contracts. You will need knowledge of compliance and working practices with health & safety and fire and building evacuation procedures. You will also possess the ability to communicate with a wide range of people in a professional manner (written and verbal) by providing support and guidance on technical matters.

Be capable of deputising and support the FM operational requirements, in the absence of the Head of Facilities.



To apply, please send a CV and completed supporting information form to recruitment@rcpath.org. The deadline for applications is **9am Monday 2 October 2023**.

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#).

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via recruitment@rcpath.org.

I look forward to receiving your application.

Yours sincerely,

Pauline Young
Head of Facilities



Facilities Team Leader

Job description

Reporting to:	Head of Facilities
Working hours:	Full time 35-hour week (excluding lunch hour) Monday to Friday (on shift rota between 07:00 and 19:00) but some out-of-hours work will be required
Location:	The Royal College of Pathologists, 6 Alie Street, London E1 8QT or any of the place(s) of business of the College as determined from time to time
Grade:	3

Introduction

The Royal College of Pathologists is a professional membership organisation with more than 13,000 fellows, affiliates and trainees worldwide. We are committed to setting and maintaining professional standards and promoting excellence in the teaching and practice of pathology, for the benefit of patients. Our members include medically and veterinary qualified pathologists and clinical scientists in 17 different specialties, including cellular pathology, haematology, clinical biochemistry, medical microbiology and veterinary pathology.

The College works with pathologists at every stage of their career. We set curricula, organise training and run exams, publish clinical guidelines and best practice recommendations and provide continuing professional development. We engage a wide range of stakeholders to improve awareness and understanding of pathology and the vital role it plays in everybody's healthcare. Working with members, we run programmes to inspire the next generation to study science and join the profession.



Directorate and team

The Facilities Team Leader is a member of the Facilities Team within the Corporate Services Directorate.

The Corporate Services Directorate provides the College with support for the following activities and functions:

- Facilities Management (including the commercial conference venue operating as Events@no6)
- Events Management and Academic meetings for college and associated organisations
- ICT, AV & Management of facilities helpdesk
- Human Resources & Personal Development
- Corporate Administration & Committee Services

Main purpose

The Facilities Team Leader is responsible for:

- The daily operational management of the work of the Facilities Coordinator(s) to deliver routine and reactive services for building users.
- The administration of the Facilities Service desk to respond to queries and ensure their allocation to relevant team members or contractors.
- Meeting deadlines for routine procedures according to fixed schedules, including support for H&S and compliance matters.
- Delivery of plans and meeting deadlines and targets associated with the SLAs.



Key duties

To lead a small team of Facilities Coordinators and manage daily operational tasks, delivering day to day facilities and portering for conference/event services:

The Head of Facilities is responsible for the overall line management of the Facilities Coordinators and Facilities Team Leader.

Operational Team leader

1. To support the Head of Facilities to build and develop a motivated, engaged, and high-performance team.
2. To manage the operational responsibilities of the team, managing staff rotas, delegating tasks and setting targets in line with the facilities SLA database.
3. To administer the in-house Facilities CRM/Helpdesk.
 - a. To monitor tasks raised and SLA status tracking in real time
 - b. To provide standard management reports to the Head of Facilities for routine analysis
4. To be a key user for the facilities online helpdesk and general data management, undertaking system access, general maintenance, system updates and training for users as and when required.
5. To deliver Facilities Team Member duties as part of regular shift patterns.
6. To identify delivery risks and escalate to the Head of Facilities to ensure operational demands are met.

Operational Delivery

1. To be the first point of contact for queries from building users: staff, tenants and visitors.
2. To manage and administer queries received through the Facilities CRM/Helpdesk system
3. To support Events@No6 commercial team for meeting set up including equipment and room layouts for college and commercial events.



4. To move furniture, deliveries, post, equipment etc. for event and facilities support
5. To have a working knowledge of key items of building management systems, security and fire alarm systems.
6. To be responsible for opening and closing down in line with procedures for RCPATH offices.
7. To complete facilities checks throughout the day, following procedures to ensure functionality, cleanliness and safety.
8. To identify and report maintenance or safety problems and ensuring these are recorded adequately. This includes taking immediate action to report, repair or address services and equipment that are unsafe or not working correctly.
9. To assist Security with the management of the door access control system, including issuing/cancelling access cards and providing regular usage reports.
10. To liaise with third party contractors and on site engineer i.e., plumbers, electricians etc. and ensure that all maintenance work is carried out to statutory and company requirements – including access times and coordination with key stakeholders.
11. To manage and monitor any requests relating to the site, such as property maintenance, cleaning etc.
12. To assist in all Health, Safety & Environment procedures, including audits.
13. To be a part of the Emergency Response Team when incidents occur within or around the main building.
14. To be responsible for sorting and distributing incoming post and franking and processing the outgoing post.
15. To undertake fire and building evacuation training of all new staff and refresher training as and when required.
16. To organise collection of confidential shredding waste.
17. To undertake general office administration duties as and when required, including printing.
18. To monitor stocks of house supplies, stationery and ordering requirements from approved suppliers as required, in accordance with the purchasing procedures.



Additional Information

This role will operate on a shift rota between 07:00 and 19:00 but some out-of-hours work will be required.

Occasional evening and weekend working will be required for which appropriate notice time off in lieu will be given.

To retain confidentiality and adhere to the College GDPR policy at all times.



Person specification: Facilities Team Leader

Requirements	E	D
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Qualifications / Experience / Knowledge		
Relevant experience in a similar position and managing a small team	✓	
Relevant experience of supporting facilities services and/or general facilities management	✓	
Experience in working with and administering an inhouse facilities Helpdesk package	✓	
Experience of administration work, scheduling staff rotas, and work schedules	✓	
Experience in maintaining technical equipment for BMS, M&E and general building services		✓
Experience of supervising contractors and service providers and a current working knowledge of contractors and agency contracts	✓	
Experience of managing confidential information.	✓	
Knowledge of compliance and working practices with health & safety and fire and building evacuation procedures	✓	
Skills / Abilities		
Ability to communicate with a wide range of people in a professional manner (written and verbal) by providing support and guidance on technical matters	✓	
IT Skills and experience of managing Windows-based PC and Mac IT equipment and proven experience of digital or on-line platforms (e.g., MS Teams, Zoom,	✓	
Ability to prioritise own workload, use own initiative, multi-task and cope under pressure.	✓	
Understanding of health and safety procedures including manual handling	✓	
Ability to provide solutions when presented with immediate problems	✓	
Ability to form excellent working relationships	✓	
Attention to detail and ability to meet deadlines.	✓	
Ability to plan well in advance.	✓	
Qualities		
Using initiative and a high level of personal motivation.	✓	
Provides excellent customer service face to face and over the telephone	✓	
Well presented.	✓	
Attention to detail	✓	
Tact and diplomacy	✓	
Willing to work flexible hours including weekends and evenings on occasion.	✓	



Requirements	E	D
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	



Working for the Royal College of Pathologists

Competitive salary	The salary for this Grade 3 role is £34,629 per annum. This also has opportunities for competence-based pay progression.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour). (on shift rota between 07:00 and 19:00) but some out-of-hours work will be required.
Annual leave	25 days per annum (pro-rotta), plus bank holidays, increasing with length of service.
College closure days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee discount scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and development	The College offers learning and development opportunities for all members of staff.
Maternity pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity pay	2 weeks full pay.
Flexible working	Flexible working is supported.

Note: This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.



The College's values and behaviours set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success. They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



We achieve excellence by working together.
Teamwork

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



Service

We support members to deliver the best patient care.

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



Ambition

We aspire to provide the best quality services and lead innovation for pathology.

- We strive to be the best we can be.
- We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.

