

JOB DESCRIPTION:
REPORTS TO:
ACCOUNTABLE TO:
BASED AT:

SENIOR MAINTENANCE TECHNICIAN
MAINTENANCE & COMPLIANCE MANAGER
HEAD OF FACILITIES AND ESTATES
ST ELIZABETH HOSPICE
(MOBILE TO RETAIL OUTLETS)



JOB SUMMARY

To lead in providing a high standard and efficient maintenance service for the Hospice, ensuring the safety and security of the buildings, retail units, patients, staff and visitors at all times.

RESPONSIBILITIES

- To be responsible for undertaking the general internal and external maintenance of all Hospice premises and grounds including the Hospice's retail portfolio.
- Working with the Logistics Coordinator to ensure the job ticket system is kept up to date and ensuring the mobile maintenance technicians are updating and closing tickets as required.
- Responsible for providing mentorship and leadership to mobile maintenance technicians
- Responsible for the organising of corporate volunteer groups for the maintenance and garden teams.
- To be the team lead for the garden and maintenance volunteers ensuring that all required tasks are completed and volunteers workload is sufficient.
- To be responsible for planning all garden and grounds maintenance, working with the garden volunteer team.
- To be responsible for undertaking the internal and external decoration of all Hospice premises.
- To carry out portable appliance testing as necessary throughout the Hospice premises, ensuring detailed records are kept.
- Various porter duties may be required including, but not limited to hospital runs and furniture collections.
- To ensure sufficient supplies of all medical gases are kept in stock, carrying out daily usage checks and changing cylinders when necessary.
- Work with the Logistics Coordinator in ordering and/or collecting supplies as and when necessary.
- Adhering to the site planned preventive maintenance schedule working with the Maintenance & Compliance Manager to ensure it is up to date and that all Hospice premises are compliant.
- Participate in security checks and also the unlocking of the Hospice building on a daily basis.
- Flexible working will be required to cover ad hoc weekends and evenings as necessary to complete project works or emergency-reactive works.
- To assist in office or premises moves and setups including shop refreshing, remodelling, new fit-outs and openings when required.
- To be a key player in project works at retail outlets and the Hospice.
- To assist in the moving of furniture to set up for events at the Hospice.
- Ensure that all Hospice vehicles are maintained to a high standard.
- To participate in the out-of-hours maintenance on call rota for Hospice premises.
- To carry out any other duties reasonably requested by Line Manager
- Assisting the Logistics Coordinator in updating the site asset register when assets need removing or adding.
- To be responsible for the work planning for maintenance volunteers.
- Ensure all works carried out, are in a safe way following and adhering to all risk assessments in place.

- Oversee the work of contractors when on site, ensuring they have completed a Health and Safety induction.
- Delegate for the Maintenance & Compliance Manager

PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction and training of all new staff as required.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

PERSONAL RESPONSIBILITIES

- To devise with your line manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the Hospice and individual team values
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE MAINTENANCE & COMPLIANCE MANAGER IN CONJUNCTION WITH THE POST HOLDER.



**SENIOR MAINTENANCE TECHNICIAN
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training Educated to GCSE level or equivalent, alternatively have proven work experience with transferable skills</p> <p>Relevant NVQ qualification (such as maintenance or building trades) or equivalent.</p> <p>NVQ in mechanical or electrical engineering</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Knowledge & Experience Practical and hands on experience of general maintenance tasks such as decoration, plumbing, carpentry, gardening and other maintenance relating to buildings.</p> <p>Knowledge of working in a healthcare-related environment</p> <p>Experience of electrical and mechanical maintenance</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Specific Skills Excellent interpersonal, communication and social skills</p> <p>Ability to prioritise and organise day-to-day workload</p> <p>Pro-active and systematic approach to problem solving.</p> <p>IT skills</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Personal Qualities Able to work without supervision.</p> <p>Able to supervise and mentor a team</p> <p>Able to work in own and wider teams effectively and cooperatively</p> <p>Ability to work under pressure.</p> <p>Flexible approach to working hours.</p> <p>Attention to detail</p> <p>Fully vaccinated against Covid</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Other Requirements Clean driving licence</p> <p>Live in local area and be able to reach the Hospice within 30 minutes (for on call attendance)</p>	<p>Essential</p> <p>Essential</p>