

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Maintenance &amp; Facilities team</b>
<b>Team/Directorate:</b>	<b>Facilities &amp; Estates</b>
<b>Salary range/pay band:</b>	<b>c£35,000</b>
<b>Reports to:</b>	<b>Head of Estates &amp; Sustainability</b>
<b>Direct reports:</b>	<b>None</b>
<b>Hours:</b>	<b>Full time Hours 37.5 per week</b>
<b>Location:</b>	<b>The post holder will be required to travel regularly between all our sites from their contractual base of Christopher's in Artington.</b>

### Part 1: Job Profile

#### a) Main purpose of job

To work as a fully participative member of the Shooting Star Children's Hospices (SSCH) maintenance team planning and providing all routine, planned and emergency maintenance in its broadest application throughout the Two SSCH buildings, staff accommodation and retail outlets, including the grounds and all equipment & vehicles.

Ensure that your role within this team supports a high-quality care service that complies with all Health and Safety legislation and that this remains your primary objective.

#### b) Work relationships

- Maintenance Manager
- Care Teams in-house
- Heads of Care
- Lead Nurses
- Heads of Department
- Retail Managers
- Fund Raising Managers (Corp Volunteering & Events)

#### c) Decision making authority

- Responsibility to abide by the safety practices and codes of Practice.
- This post holder does not have any responsibility for Permanent staff but will monitor and direct voluntary staff.
- Provide information and advice to new starters, apprentices, trainees, Volunteers, work colleagues, managers, contractors.
- Liaise with clinical staff where required offering non-clinical advice where appropriate and adequate training allows.
- Support your Line Manager with the supervision, guidance instruction and evaluation of work, contracted services and Volunteers.

#### d) Scope of job

- To ensure that the hospice buildings and grounds are kept safe and tidy.

- To support the Maintenance Manager in ensuring that all maintenance contracts are cost effective, all statutory requirements are met, monitored and carried out by the due date and to the required standard.
- To prioritise each day's tasks in close liaison with the Care Team Leader or shift leader and in regard to the needs of the young people and families staying at or visiting the hospices.

## **Part 2: Main duties and key responsibilities**

### **a) Maintenance Duties**

- To support the Maintenance Manager in ensuring that all maintenance contracts are cost effective, meet all statutory requirements, are monitored and carried out by the due date and to the required standard.
- Within agreed parameters arrange for contractors to carry out emergency work / repairs as required, keeping the Maintenance Manager and Head of Finance informed as necessary.
- Take responsibility for the supervision and support of all external contractors working on all sites and in accordance with the SSCH DBS policy.
- In liaison with the Maintenance Manager maintain all maintenance services within designated maintenance budget.
- To ensure the appropriate and safe upkeep of all equipment, working with Care Team Leaders as appropriate for clinical & therapy equipment.
- To undertake with team colleagues the PAT requirements on all sites annually and as equipment is procured, reporting and correcting/ repairing defects.
- With team colleagues ensure that all maintenance record keeping is accurate, up to date and meets with all statutory and SSCH requirements., including routine, preventative works and checks and all emergency repairs.
- To undertake repairs, decorating, building, Plastering, plumbing, Electrical or carpentry projects on all sites as agreed and appropriate to skills and required outcomes.
- To ensure that the hospice building, and grounds are kept safe and tidy.
- To undertake seasonal activities such as snow clearance and gritting, summer watering.
- To monitor and support the safe supply of gas, electricity, water and oxygen both piped and portable.
- In liaison with the SSCH Physiotherapists/Care Team, to undertake routine maintenance (Backwashing filters, topping up chemicals and safety checks of the hydrotherapy pools and Jacuzzis, taking the responsibility to cancel hydrotherapy sessions if indicated.
- To undertake all safety check processes at all sites e.g. fire alarm testing, emergency lights testing according to SSCH policy and statutory requirements.
- To ensure that appropriate hygiene standards are met in all responsible areas in line with SSCH policy.
- In liaison with the Maintenance Manager, to oversee the safe storage and collection of clinical waste.
- In liaison with the Maintenance Manager establish a routine maintenance consumables stock list, stock control and stock rotation process.
- To maintain effective use of resources within budgetary constraints.

- To undertake with the Maintenance Manager and Head of Volunteer Development (HoVD) the selection, training, support and supervision of the maintenance volunteer team, prioritising their workload to maximise the efficiency of the maintenance service.
  - To undertake the weekly safety checks on the organisation's vehicles, transport the vehicles to designated garages for servicing, MOTs and repairs as required.
  - To ensure that all families and visitors to the hospices are made to feel safe and welcomed.
  - To support the SPACE- Community Team in the delivery of specific equipment to the families' homes as required.
- To prioritise each day's tasks in close liaison with the Care Team Leader or shift leader and regarding the needs of the young people and families staying at or visiting the hospices.

#### **24-hour on call response**

- To participate fully in the out of routine hours "On Call" rota, providing 24-hour maintenance support primarily to the hospices, but also as required the staff accommodation, shops and offices.
- Provide immediate telephone response and advice.
- As appropriate or requested by the on-call care team leader, attend the relevant building to assess the emergency and undertake emergency repairs/ or facilitate the attendance of an external contractor within contractual terms, supervising the satisfactory resolution of the emergency.
- The On Call requirement will be 1:4 with equity facilitated for cover of the UK bank holidays throughout the year. One member of the maintenance team will be on call out of hours for all SSCH sites.
- The on-call maintenance team member will be required to be within 1 hour of either hospice at all times and consume no alcohol throughout the on call period.
- On call terms: On call is a contractual requirement for this role and is managed within an all-inclusive salary. However we acknowledge that a situation that requires a prolonged out of hours attendance at a SSCH site will be compensated:
  - Telephone response – all inclusive
  - Attendance for up to 2 hours- all inclusive
  - Attendance for over 2 hours to 4 hours – time off in lieu
  - Attendance over 4 hours – paid at hourly rate.
- The On Call roster will be overseen by the Maintenance Manager

#### **Professional, Training, Supervision and Education**

- To participate in the SSCH appraisal process and maintain a positive and proactive approach to your own training needs.
- To take responsibility to undertake the six elements of annual mandatory training.
- To make use of all the available support and supervision mechanisms offered by SSCH to promote your continued effectiveness within the hospice environments.
- To carry out other reasonable tasks at the request of the Maintenance Manager.

#### **Health and Safety**

- Maintain a safe working environment at all times by ensuring that potential hazards are identified, risk assessed and monitored incorporating all safe systems of work practices and

documents. Working in strict accordance with all statutory legislation including but not exhaustive of HSE/ CQC/ EPA.

- Apply daily the extra practices and vigilance required when working within a child centred environment.
- To promote the safety and well-being of all families, staff and visitors at all times and assist in ensuring a safe working and living environment.
- To promote and maintain knowledge and compliance with the SSCH policies and procedures

### **Confidentiality**

- To ensure the confidentiality of all information, verbally, written and electronic regarding families, staff and the organisation at all times.
- To comply with the Data Protection Act.

### **b) Other duties**

- The post holder will be working in a developing environment, and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.
- The post holder must be able and willing to get to and work in all SSCH sites including our hospices, our offices and our retail operation providing holiday cover of maintenance team members when and where necessary.
- The post holder should be prepared to attend off-site training courses and staff events.
- The post holder will be required to apply for a Disclosure and Barring Service check.

### **c) Mandatory Criteria**

#### **1. Professional Codes of Conduct**

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

#### **2. Health and Safety**

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with SSCH's policy on health and safety at work.

#### **3. Mandatory Training**

The post-holder will attend all mandatory training relevant to their role.

#### **4. Our values and behaviors**

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life –limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goal.

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – We will be open, honest and transparent in all that we do.

**Diversity** – We will respect individuality and ensure inclusion and fairness to all.

**Excellence** – We will strive for excellence in all that we do.



## Behaviour Framework

PRIDE values	Expected behaviours	Aspirational behaviours
 <b>Professionalism</b> We will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.	Maintains high standards, respects confidentiality, demonstrates reliability, actively seeks development, adapts to change and collaborates effectively. Acts as an ambassador for the charity.	Leads by example in professional conduct, supports others and proactively contributes to projects to improve our services.
 <b>Respect</b> We will treat each other with the utmost respect.	Shows empathy and sensitivity, maintains respectful communication, actively listens, responds constructively to feedback and fosters an inclusive environment.	Champions and supports a culture of respect, promotes understanding and inclusivity, takes an active role in initiatives to create a positive workplace environment and actively encourages new ideas and perspectives.
 <b>Integrity</b> We will be honest and transparent in all that we do.	Behaves in an ethical manner, adheres to Shooting Star policies and procedures, demonstrates honesty and transparency, shows moral courage and maintains ethical standards under pressure.	Promotes an environment where concerns can be constructively raised, and takes responsibility and seeks solutions.
 <b>Diversity</b> We will respect individuality and ensure inclusion and fairness to all.	Values and respects diversity, treats everyone fairly, embraces learning and supports inclusive workplace initiatives.	Continuously expands knowledge and expertise, seeks out opportunities to improve organisational inclusivity, and challenges discrimination and shares knowledge.
 <b>Excellence</b> We will strive for excellence in all that we do.	Delivers high-quality work, consistently meets our high standards, seeks improvements, demonstrates initiative and creativity, and participates in organisational development.	Continuously strives for personal, professional and organisational improvement, and is regarded as outstanding.

Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. We are committed to equal opportunities and consider all applicants in line with the Rehabilitation of Offenders Act 1974.

Before commencing employment, successful candidates will be required to provide satisfactory references and undergo a Disclosure and Barring Service (DBS) check.

### **Part 3: Person specification: Qualifications, experience and skill levels**

#### **a) Qualifications**

- Possess relevant qualification i.e., City & Guilds or ONC in Building in discipline or be able to demonstrate proven practical knowledge through experience.
- Current driving licence

#### **b) Experience**

- Experience of working in a similar role or discipline
- Experience and ability to undertake a wide range of related trade maintenance installation and repairs.
- Experience of activities within the property maintenance field
- Experience of using computerised maintenance systems
- Experience, understanding and appreciation of other trades.

#### **c) Knowledge and Skills**

- Communicate appropriately with others at work.
- An appreciation of technological advances in the field of Hospice maintenance
- Awareness of Health and Safety issues applicable to the role
- Understanding and appreciation of risk assessments applicable to the role

#### **d) General attributes**

- Maintain a clean and tidy appearance.
- Wear the correct uniform and other protective clothing/items as required for the role.
- Must participate in the emergency on call system.