

Role Profile

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Maintenance Technician
Department	Facilities
Reports to	Assistant Facilities Manager
Location	Bury St Edmunds Head Office and Main Site (Role includes all retail and outreach centres)

Background Information

The facilities team provides and coordinates the day-to-day maintenance and support of buildings, grounds and facilities systems across all departments, including retail shops and warehouse. The team implements or oversees the installation, inspection, repair and maintenance of building systems, including mechanical, electrical, plumbing, H&S and waste management. Additionally, the facilities team maintains a safe and effective working environment that complies with regulations and laws.

Job Purpose

To undertake duties relating to the general maintenance and upkeep of the buildings, grounds, plant and other equipment across the organisation, comprising of St Nicholas Hospice Care – Hardwick Lane, retail shops and associated properties across East Anglia (Suffolk & Norfolk) and complying with Health and Safety regulations.

Key Accountabilities & Responsibilities

- Working with the Facilities team, agree and implement a programme for the general maintenance and upkeep of the buildings, grounds, paths, driveways, car parks, drains, heating, internal and external lighting (in conjunction with contractual maintenance agencies for specialised work). Included in this programme will be agreed preventive maintenance tasks and frequencies.
- Carry out any minor and basic electrical, plumbing and carpentry repairs or modifications.
- Assist in the Portable Appliance Testing (PAT) of electrical equipment across the Estate.
- Complete L8 Legionella water temperature audit checks recording and reporting.
- Complete Fire Fighting Equipment audit checking recording and reporting (FFE).
- Complete Emergency lighting audit checking recording and reporting.
- Complete Fire Door audit checking recording and reporting.
- Identify and agree with the Facilities Manager a rolling programme of internal and external redecoration.
- Identify, agree and undertake the rolling decoration programme ensuring that it is communicated and agreed as required with both Hospice and retail management at each location to ensure the minimum of disruption to their normal daily operations.
- Advise the Facilities Manager or Assistant Facilities Manager of any security or health and safety issues across the Estate and where possible so that immediate action can be taken.
- Provide support and guidance to Facilities volunteers when they encounter problems or need help, inclusive of preparing documentation for the procurement of materials.
- Liaise between Facilities Manager and Contractors on capital works projects as required.
- Responsible for the collection and other waste disposal. Carry out the disposal of clinical waste following the procedure as stated in the Health & Safety Risk Assessment.
- Liaise directly with departments with regards to the portering of equipment from one place to another or its removal or disposal.
- Contribute to decisions to improve facilities systems and processes
- Participate in other activities from time to time in order to promote the hospice within the local community.
- Undertake any other reasonable duties as may be required by the Facilities Manager and Assistant Facilities Manager.

Key Working Relationships

- Colleagues – support with facilities/maintenance enquiries
- Patients & families – signpost requests for assistance
- Contractors

Job Scope

Decision making level	Daily decision-making in relation to prioritising own workload Daily independent decision-making concerning prioritising maintenance tasks in the supervisor/manager's absence
Financial resources	
Other resources	Responsible for maintenance of equipment and tools
People management	Supporting facilities volunteers
Legal, regulatory and compliance responsibility	H&S legal compliance Waste disposal compliance Safety compliance

Person Specification

- Building maintenance qualification/NVQ Level 2
- GCSE English and Maths or equivalent (Grade A-C)
- Proven knowledge and experience in decorating, minor carpentry repairs, building repair, simple plumbing and electrics repair
- Must be able to work with the minimum of supervision and as part of a team
- Customer focused and has an ability to form and maintain strong working relationships
- Friendly, approachable, has a can do attitude, highly organised and manages time well
- Full current driving licence with ability and willingness to use own vehicle
- IT literate
- Previous experience working in a similar environment e.g. hospice, hospital or care home or within the retail sector would be desirable but is not essential

Other

- The requirement to travel to different Hospice sites
- A flexible approach to working hours could be required
- Participate in an out of hours on call service with the Facilities Manager and Assistant Facilities Manager across the Estate when required in exceptional circumstances with prior agreement.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024