

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

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	Facilities Supervisor (Hard Services)
Department	Facilities
Reports to	Facilities Manager
Location	Bury St Edmunds Head Office and Clinical Site

Job Summary

Supervise the Hard Services team, including the production of the work priorities; assist the Soft Services team as required.

Be the single point of contact (SPOC) for all Fleet vehicle related matters.

Supervise and carry out any minor and basic electrical, plumbing and carpentry repairs and/or modifications, as required.

To undertake duties relating to the Supervision of the hard services team and Fleet vehicles related services, general maintenance and upkeep of the estates buildings, grounds, plant and other associated equipment across the organisation ensuring compliance with Health and safety regulations.

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 and complying with Health and Safety regulations.

To provide supervision, support and guidance to Facilities Team, Soft & Hard Services, Supervise and Assist when necessary in the Portable Appliance Testing (PAT) and recording of electrical equipment across the Estate.

Key Accountabilities & Responsibilities

- Gas, Plumbing and Heating Systems
 - HAVAC Systems
 - Lighting, electrical and Mechanical systems
 - Fire Safety Systems
 - Building Maintenance work
 - Fleet Vehicles
 - L8 Legionella water temperature
 - Fire Fighting Equipment
 - Emergency lighting
 - Fire Door audit
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- Supervise and assist in the Decoration on the hospice Estate when required.
 - To Report to the Facilities Manager of any security or health and safety issues across the Estate and where possible that immediate action to rectify the problem.
 - To undertake liaison duties between Facilities Manager and Hard Services Contractors on capital works projects as required.
 - Maintain the asset register for all plant and associated Hard services Assets HAVAC, Switch Rooms, plant rooms, all power & hand tools, CCTV system.
 - The Facilities Supervisor will cover all areas of the St Nicholas Hospice Care Estate.
 - Assist in Grounds Maintenance tasks when required.
 - Carry out servicing of the fleet vehicles when required (Driver checks).
 - Attend mandatory training courses or any other courses that are relative to the job to increase skill set and knowledge.
 - To undertake any other reasonable duties as required by the Facilities Manager.

Key Working Relationships

- Contractors & Wholesalers
- Colleagues – working collaboratively with other departments,
- Clients – providing services/support in the community (retail, catering, house clearance)

Job Scope

Decision making level	Ability to make on the ground decision that may affect safety, Decide when stock requires replenishment Inform clients & stakeholders of time scales of repairs or any delays
Financial resources	
Other resources	Shared responsibility for domestic cleaning equipment and supplies Control of Materials and tools Control of Car Valeting stores and equipment
People management	Line management of Maintenance Technician
Legal, regulatory and compliance responsibility	I would have thought things like legionella compliance would be in here rather than generic contractual clauses.

Person Specification

Knowledge, qualifications and experience

- Building maintenance qualification/ NVQ Level 2
- GCSE English and Maths or equivalent (Grade A-C).
- NEBOSH/IOSH qualification desirable, but not essential.
- Electrical /plumbing qualification, desirable but not essential.
- Decorating / Tiling qualification desirable, but not essential.
- Several years' experience in building maintenance and associated work such as electrics, carpentry, plumbing and decorating.
- Full current driving license
- Experience of managing others.

Skills and abilities

- 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.

Other

Ensure that all within the team have an understanding of the Hospice's structure, values and purpose have opportunities for involvement in its further development.

Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.

Promote and foster the Hospice's reputation and standing within the community, with private, statutory and voluntary sector agencies and organisations.

Undertake any other duties, which may be reasonably required.

The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care.

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

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