# Maintenance Manager

**Area of Work:** All locations at which the organisation operates

**Responsible to:** Chief Executive

## **Mission**

“TO OFFER THE BEST CARE SO THAT PEOPLE IN OUR COMMUNITY AFFECTED BY PROGRESSIVE ILLNESSES CAN LIVE THEIR LIVES TO THE FULL”

#### Department Objectives

It is essential to the delivery of this mission that safe that a well co-ordinated, efficient and responsive maintenance support service, is available to all departments of Katharine House Hospice, Business Centre and our retail premises, which are located around mid-Staffordshire and North Staffordshire.

**Role within the Department**

The post-holder will ensure the premises are kept in good repair, provide a safe working environment and that building projects are carried out efficiently, providing good value, and with minimum disruption.

The post-holder is a member of the Operations Team and will work with other managers on cross organisational and departmental projects.

#### Function and Responsibilities

### Specific Objectives

The primary responsibilities of the post-holder are the direct management of the small maintenance team and supporting volunteers; management of and liaison with, external contractors; management of facility related contracts, for example our utility contracts; oversight of the hospice vehicles; supporting the Chief Executive in the co-ordination of key organisational requirements.

The post holder will oversee repairs, maintenance tasks and statutory inspections, communicating with contractors, where necessary to ensure that the Planned Preventative Maintenance Programme is effectively managed, updated and monitored in support of the development of the long term maintenance programme.

### Key Tasks and Responsibilities

1. To oversee the delivery of a responsive and supportive maintenance programme for the organisation.
2. To ensure that the work of the Maintenance Team, maintenance and gardening volunteers and external contractors is effectively prioritised and delivered in a safe manner working under appropriate risk assessments and methods of working.
3. To liaise with members of the Maintenance Team and Operational Managers regarding maintenance requirements and when necessary, discuss the prioritisation of maintenance within the organisation.
4. To liaise with the Maintenance Team to ensure all maintenance matters, emergencies, tasks and repairs and planned projects are dealt with appropriately and in a timely manner.
5. To ensure all statutory checks, routine inspections, and servicing of equipment are carried out for all locations.
6. To take overall responsibility for controlling expenditure on materials within the maintenance budget.
7. To organise tenders or costings for work and manage external contractors.

### To work as a member of the Operations Team, supporting the implementation of actions, addressing general cross organisational issues, in support of the Executive Team.

1. To carry out staff performance reviews.
2. To support the Chief Executive to ensure the organisation has adequate, cost effective insurances in place and to monitor compliance with the requirements of our insurers.
3. To take responsibility for ensuring Hospice owned vehicles are suitably maintained.

### Other Tasks and Responsibilities

1. To travel to all organisational premises as and when required *(mileage paid and use of shared maintenance vehicle)*
2. To provide out of hours emergency call out/support, as per an agreed rota
3. To oversee a voluntary gardening team and ad hoc corporate teams coming on-site to ensure Hospice and Clinic grounds are well maintained, safe and tidy
4. All employees have a responsibility to abide by the safety practices and codes authorised by Katharine House Hospice. They have an equal responsibility with management for maintaining safe working practices.

There are a number of possible additional functions that the post-holder may take on depending upon their specific skills and competencies. The post-holder should be aware that this job description may alter in discussion with them upon appointment or at review meetings. As the organisation develops, the job description will need to reflect the needs of the organisation and the support required by other staff teams.

Where the post-holder has specific trade skills, these will be deployed as required and whilst the role will include a significant amount of hands on work, the role is and demands effective people management skills

#### Key Competencies and Skills Requirements

### Qualifications

*Essential*

Established knowledge ofgeneral building trades or a specific trade qualification

### Competencies

*Essential*

* Good communication skills
* Experience of managing maintenance of a multi-site operation
* Planning maintenance schedules
* Proficient in the use of a PC
* Proficient in the use of e-mail, Word and Excel.
* Ability to liaise within a complex organisational structure.
* An ability to assertively prioritise tasks within an environment of competing interests
* Strong people management skills

*Desirable*

* Experience of managing maintenance of a multi-site operation
* Experience of managing maintenance within the care sector
* Understanding of the management of plant equipment
* Demonstrable practical maintenance skills
* Competent at writing succinct, easy to read reports
* Knowledge of health and safety requirements and processes

*Other*

* Due to unsupervised working in the hospice, including patient areas, enhanced DBS Clearance will be required
* Due to the number and location of sites it is essential that the post holder has access to their own adequately insured and roadworthy transport (mileage allowance will be paid).

**PERSON SPECIFICATION – Maintenance Manager**

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|  | Essential | Desirable |
| ***Qualifications (at least one of these is required)**** Electrical
* Plumbing
* Carpentry
* Established knowledge and awareness of the general building trade
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| ***Experience**** Management skills
* Managing a planned maintenance programme
* Managing maintenance of a multi-site operation
* Reporting to senior managers
* Working in the care sector
* Understanding of plant and boiler systems
* Confidently managing competing demands
* Managing a team
* Knowledge of Health & Safety processes
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| ***Skills and attributes**** Organisational skills
* Able to communicate with others
* Able to liaise effectively
* Able to multi task
* Able to work to tight deadlines
* Able to make decisions
* Hands on / can do approach
* Self-motivated
* Attention to detail
* Willingness to keep key skills up to date (to meet legal requirements)
* Proficient use of computers, including MS Excel and Word
* Assertive and professional
* Approachable and fair minded
* Holding and managing a budget
* Organising tenders
* Report writing
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| ***Other**** Flexible attitude
* Positive attitude
* Team Player
* Good interpersonal skills
* Pride in your work
* Access to own adequately insured transport
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