

Job title: Maintenance Operative

Reports to:

*Facilities Manager
(*Dependant on Location)

Reporting to job holder:

Not Applicable

Overall purpose:

To assist in the delivery of facilities management services at a designated Ben site including the maintenance of all buildings, plant and equipment and where required the maintenance of external gardens and grounds to the high standard expected by BEN to ensure a safe environment for customers and visitors.

Principal accountabilities:

Planning and Organising

- To undertake remedial repairs, general building maintenance, proactive and reactive redecoration programmes and moving of plant, furniture and equipment at designated Ben site, as directed by the Facilities Manager in accordance with service level agreement (SLA) requirements.
- To provide technical reports relating to maintenance issues when required by the Facilities Manager.
- To carry out electrical repairs and installation work where competency allows.
- To carry out plumbing (not including gas) repairs and installation works where competency allows.
- To carry out regular testing of fire-fighting equipment and systems to ensure they are effectively maintained.
- To assist in conducting Portable Appliance Testing.
- To ensure, where required that the gardens and grounds at a designated Ben site are maintained to a high standard of quality, appearance and safety.
- To plan and organise landscaping projects where required in conjunction with the Facilities Manager ensuring the safety and well fare of customers and visitors is maintained at all times.
- To undertake gardening and grounds maintenance tasks and activities, where required at a designated Ben site in accordance with an agreed planned schedule of work.
- To assist, where required in the planning and purchasing of gardening supplies for a designated Ben site in accordance with Ben's ordering system and supplier protocols.
- To use, maintain and service plant and machinery provided in accordance with the Manufacturers instruction and proper and safe practices.
- To ensure the safe and secure storage of all equipment and supplies, assisting in the compilation of appropriate inventories as required.
- To advise the Facilities Manager of any damage or loss of plant and equipment or safety matters regarding such plant and equipment and complete written reports as required.
- To assist in maintaining the security of a designated Ben site by ensuring that entrances and exits are locked and secured as directed by the Facilities Manager.
- To assist with the evacuations of personnel (customers, colleagues and visitors) from buildings during emergency incidents and drills (including Fire, Gas Escape etc.
- To prepare the grounds at a designated Ben site as required to support the delivery of promotional, social and fund-raising activities in a safe environment.

- To undertake driving duties as required for customers and a designated Ben site, including accompanying customers to hospital and other appointments, social excursions, etc. as requested by the Facilities Manager.
- To participate in the implementation of quality assurance programmes within facilities management services as required.

Business Focus

- To comply with current Fire, Health & Safety at Work and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.
- To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.
- To follow current infection control guidelines to minimise risk to customers, visitors, colleagues and Ben.
- To comply with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with customers, their relatives and visitors to the Centre.
- To liaise effectively with all other departments and customers in planning internal and external maintenance and repair work to be carried out in order to minimise inconvenience to customers and other colleagues. Priority must be given to undertaking remedial work which arises from notified hazard warnings.
- To liaise as directed by the Facilities Manager with outside consultants and contractors working on Ben premises in order to maintain a smooth running and safe environment for customers, visitors and colleagues.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the Facilities Manager.

Managing Performance

- To participate in the assessment and evaluation of the quality and effectiveness of facilities management services provided to customers and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff under the supervision of the Facilities Manager and act as a mentor to new starters as required.

Stakeholder Relationships

- Represent BEN and the designated establishment in a positive manner.

Achieving Customer Service Excellence

- To support the delivery of high quality and consistent facilities management services to customers and visitors to a designated Ben site, ensuring that the establishment is viewed in a positive way.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.

- To value and support diversity and equality of opportunity for our customers and colleagues.

Additional Duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Facilities Manager.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and Organising

- To contribute to the provision of facilities management services which are of a high standard, ensuring customers are able to enjoy a stimulating and safe living environment and that their dignity, choice, and independence are maintained at all times.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.

Business Focus

- To assist in the maintenance of a safe working environment at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

Communication

- Customers, their relatives and visitors to Ben premises are engaged in a professional and appropriate manner, ensuring the establishment is viewed in a positive way.
- To assist in maintaining the Centre's buildings, facilities and internal and external environments to a high standard and in delivering a safe environment for customers, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents at designated Ben site are dealt with promptly, promoting a positive customer experience.

Managing Performance

- To support the delivery of agreed service/quality improvements for facilities management services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.

Stakeholder Relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving Customer Service Excellence

- To contribute to the delivery of a consistent level of service to customer which maintains high standards of safety and provides a well maintained and visually appealing living environment which meets customers’ expectations, ensuring the establishment is viewed in a positive way.
- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional Duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Maintenance Assistant in line with our values:

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Practical experience of undertaking general buildings, plant and equipment maintenance and/or grounds maintenance work in a multipurpose site or similar setting is desirable but not essential.
- Practical experience of gardening and grounds maintenance work in multipurpose site or similar setting is desirable but not essential.

Technical Knowledge:

- Full clean driving licence with a D1 category is essential.
- Apprenticeship standards Property Maintenance Operative (Level 2) or equivalent or similar level of qualification in engineering or relevant trade is desirable but not essential

Other significant role requirements:

- Demonstrate the Core Behaviours for the role.
- Able to carry out a range of buildings, plant and equipment maintenance and gardening and grounds maintenance tasks and activities with minimal supervision.
- Ability to do physically demanding tasks as required for the role.
- Able to use and maintain tools and equipment in a safe manner.
- Ability to carry out and complete routine work quickly and effectively to the highest standards.
- Able to deal with customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.
- Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake routine administration tasks accurately, as required.

- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: 1st July 2020