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| Role Profile – Maintenance and Estates Manager | |  |
| **Reports to:** | **Head of Estates and Facilities** | |
| **Accountable to:** | **Chief Operating Officer** | |

Main Purpose of Post

The Maintenance and Estates Manager (MEM) is responsible for providing a comprehensive maintenance service to all of St Gemma’s premises and grounds (including St Gemma’s shops).

Reporting to the Head of Estates and Facilities (HoEF), the post holder will be responsible for the management of Maintenance and Estates services; supporting the HoEF with project and contract management with external contractors and service providers, including external professional consultants; and developing and maintaining compliance with legislative, regulatory and Hospice standards.

1.0 Specific Duties and Responsibilities

* 1. Proactive leadership and management of the Maintenance and Estates function.
  2. Assist the HoEF to develop the Hospice Estate, ensuring a proactive approach to legislative, statutory and policy requirements and best practice
  3. Provide input to the Estates and Facilities department strategy and Business Plan.
  4. Ensure the timely delivery of the proactive Preventative Planned Maintenance (PPM) programme across the whole Estate. Ensure that all certification and records are accurate, maintained and available for audit purposes.
  5. Establish, maintain and develop IT systems, such as the Vantage Maintenance Helpdesk, to ensure routine maintenance and repair work is promptly undertaken safely, and effectively recorded.
  6. Use IT effectively to plan work, communicate and keep records, to ensure compliance with best practice, legislation and relevant regulations.
  7. Manage the development of robust and resilient systems and documentation for Health & Safety, Fire Safety, Environmental Management, COSHH, Security, Care Quality Commission (CQC) and other associated legislative and regulatory standards and compliance.
  8. Responsible for writing and reviewing Maintenance Policies and SOPs.
  9. Responsible for undertaking maintenance and estates risk assessments and reporting findings to HoEF and the Health & Safety Committee.
  10. Responsibility for management of the Maintenance and Estates budget.

1. **Management Responsibilities**
   1. Provides overall leadership and day to day management of the Maintenance and Estates function.
   2. Project management of estate wide improvements and any works required.
   3. Assist the HoEF to maintain and review all utilities, maintenance and estates equipment contracts and service contracts and liaise with external suppliers to ensure quality and cost effective services.
   4. Develop, implement and monitor a Grounds Maintenance Plan. Oversee the gardens staff and volunteers, in liaison with the Senior Maintenance Technician/Team Leader Gardener, providing assistance and support to ensure the grounds and gardens are maintained to the highest standard for people who use them.
   5. Manage and develop the Senior Maintenance Technician and provide support in the recruitment, induction, management, training and development of the Maintenance and Estates team to ensure the delivery of quality services.
   6. Develop and implement a supplementary induction and orientation programme for the Maintenance and Estates staff to ensure legislative requirements are fulfilled.
   7. Undertake appraisals as required and monitor performance.
   8. Participate in and manage the on-call rota to cover a 24-hour day, 7-days a week service.
   9. Complete Maintenance and Estates duty rotas on a monthly basis ensuring there are sufficient staff on duty to fulfil the daily requirements and that quality is not compromised.
   10. Oversee the safe management of contractors and other third parties assisting with the maintenance of the estate. Monitor all maintenance work and ensure it is completed to the required standards efficiently, effectively and economically and in accordance with all current legislation.
   11. Ensure the maintenance and management of the Hospice’s fleet of vehicles and insurance requirements are met on a weekly basis.
   12. Ensure a proactive approach to security management across the Hospice Estate, including CCTV.
   13. Organise necessary preparation and support needed for internal/external functions/events and to attend meetings to understand the requirements of the event and to have input into the process.
   14. In liaison with the HoEF, develop and implement initiatives to reduce energy consumption and promote/deliver a positive environmental impact.
   15. Member of Health and Safety Committee and related Committees/groups, as required.
   16. Work closely with all department managers to ensure that estate needs across the Hospice are met.
   17. Work flexibly to ensure all duties of the Maintenance and Estates remit are completed in a timely and efficient manner.
   18. Develop and maintain strong links with the Facilities Manager to promote and ensure a professional and integrated Department.

**DBS CHECK**

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore a Disclosure and Barring Services (DBS) check will be carried out for the successful candidate. Please see our statement on recruitment of ex-offenders, which is available on our website.

**VALUES AND BEHAVIOURS**

St Gemma’s has a set of values and behaviors to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

**Caring** – Treating each person with kindness, empathy, compassion and respect.

**Aspiring** – continually learning and developing; striving for excellence in everything we do.

**Professional** – Delivering high standards through team work, a skilled workforce and good governance.

**GENERAL DUTIES AND RESPONSIBILITIES**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

**This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.**