

Maintenance Assistant

JOB DESCRIPTION

Position Title	Maintenance Assistant	Department	Estates Hard Services
Generic Job Title	XXXXXX	Segment	Healthcare
Team Band	JIB	Location	Romford
Reports to	Building & Workshop Manager	Office / Unit name	Queen's Hospital

SODEXO HARD FM ORGANISATION & REPORTING STRUCTURE



Job Purpose

Undertaking maintenance, repairs, minor improvement work across the Trust as directed by management, ensuring compliance with Trust safety standards and procedures

Assisting the FM team to carry out a wide range of work including Electrical tasks, ensuring planned preventative maintenance (PPM) Statutory, Routine and Reactive, Work is carried out within the confines of the PFI contract and ensuring compliance with Sodexo and the Trust safety standards and procedures within the contractual time lines and KPI's.

Duties & Accountabilities

- To carry out maintenance work efficiently in accordance with the national working rules of the contracting industry and construction industry safety regulations.
- To work in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment
- Provide assistance and support including liaison with sub-contractors appointed on Maintenance tasks, capital projects and minor upgrade works.
- Undertake initial fault-finding on systems, plant, and equipment.
- To support liaison with subcontractors regarding plant or equipment
- Undertake essential repair works and general Maintenance activities under instruction of the line manager or relevant senior staff
- Carry out planned preventive maintenance inspections and testing in accordance with Sodexo & trust policies
- At all times to carry Trust/Sodexo communication devices (Tablets/ mobile phones etc) to facilitate immediate response to emergencies.
- Attend training courses as required.
- General Housekeeping ie: sweeping / clearing
- Demonstrate a clear commitment to inter-trade flexibility
- Provide such flexibility as necessary to cover emergency works.
- Observe all statutory and legal requirements, particularly in relation to Health & Safety at Work Act.
- Use Sodexo's CAFM system for work processing and monitoring of Estates Maintenance procedures.
- Have the ability and willingness to work across all trades within the sphere of their competency and under guidance from others if outside this.
- Liaising with the Client, Helpdesk, contractors, Clinical nursing staff and heads of departments regarding work requests, information & planning.
- Provide support information and assistance to the management team as requested
- Provide such flexibility as necessary with a can-do attitude
- Convey a professional image of the Estates department to the client whilst encouraging and maintaining good working relationships with all users of the Estates service

Hours Of Work

40 hrs. per week over 5 days per week. Daily start and finish times shall be varied to meet the needs of the service.

Please note that this job description is not an exhaustive list of duties but merely a guide to the responsibilities of the post holder. The post holder may be required to undertake additional duties within the sphere of their competence.

KNOWLEDGE & SKILLS

The post holder will be required to use their skills and knowledge to undertake day to day reactive and PPM tasks on a wide range of systems.

The work activities, which can be complex and/or non-routine involve assistance with fault diagnosis & fault rectification, maintenance, and capital work across the Trust. This will reflect the need for the post holder to act on his/her own initiative, the need for accuracy, attention to detail, numeracy and record keeping.

The post holder will be required to assess at all times the workload taking into account the priority, risk factors and possible interruption of this work due to urgent/emergency calls showing their ability to coordinate, delegate and control the team

The post holder will be required to use machinery and tools within their level of expertise/training. The post holder will also be required to make regular use of ladders, and access equipment.

Contextual Information

Training

Employees are required to attend all Health & Safety training and fully participate in the required company and trust training.

Specific task related training will be arranged as necessary. This training will generally be conducted away from site, travel and accommodation if needed will be provided

Conduct

Staff must conduct themselves in a professional manner at all times and be aware of patient's dignity and privacy when it comes to their personal information. All Estates staff are expected to be mindful to give assistance and wherever possible to help with any queries raised by patients and visitors in the correct manner.

Quality

Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

Confidentiality

During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

Policies and Procedures

The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety

Staff must take care of their own safety and others who may be affected by their actions or

omissions. Health and Safety in the workplace is a two way thing managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager.

Person Specification - Application

Specification Headings	Essential	Desirable
Experience (Duration, Type of level or experience)	<ul style="list-style-type: none"> • Experience of working in a trade based or engineering environment • Good verbal, numerate and interpersonal skills 	<ul style="list-style-type: none"> • Experience of working in an Acute Hospital environment. • IT knowledge and experience <p>Knowledge of: -</p> <ul style="list-style-type: none"> • Health and safety legislation • Statutory PPM compliance • Electrical NVQ level 2 Certification
Skills, knowledge and aptitude (Relevant to the post)	<ul style="list-style-type: none"> • Willing to attend specialist training courses. • Able to communicate with people on a range of matters. • Able to develop own skills and knowledge and provide information to others to help their development. • Can promote, monitor and maintain best practice in health, safety and security. • Able to contribute to the improvement of services and quality. • Able to support equality and value diversity. • Ability to work without constant supervision. • Adaptable to change. 	
Personal Qualities (Social skills necessary, disposi-	<ul style="list-style-type: none"> • Capable of working in a demand driven service. 	

tion)	<ul style="list-style-type: none"> • Communication at all levels within the organisation • Working to deadlines. 	
Constraints (Un-social hours, heavy duties)	<ul style="list-style-type: none"> • Availability for undertaking over-time. • Provide additional cover at short notice in the event of sickness and absence within the team. 	.
Other factors	<ul style="list-style-type: none"> • Able and willing to undertake Emergency Situation repairs. • Satisfactory attendance record • Satisfactory health check 	