

Job Description

Job title	Maintenance Assistant	Job family	Healthcare
Reporting to	Maintenance Manager	Job code	
Location		Evaluation Date	1 June 2017

Job Purpose

Reporting into the Maintenance Manager the Maintenance Assistant is responsible for ensuring the Common Maintenance Standards are maintained, as defined in the General Property Maintenance Guide. To contribute to the delivery of effective, efficient and economical day-to-day maintenance, new and alteration works to ensure the safety of colleagues, service users and visitors and that they experience a pleasant and cared for environment.

Responsibilities

- Maintains a well decorated, safe and comfortable environment throughout the site, in line with quality standards, and follows work processes which comply with statutory regulations.
- Ensures that Priory minimum standards are delivered in all site areas in a timely and efficient manner, as part of a team.
- Identifies and reports damage, faults and other related issues to the Maintenance Manager (and then actions as agreed) to ensure that environmental conditions continue to meet quality standards and statutory regulations.
- Carry out General Maintenance tasks as defined in the Appendix and in the General Property Maintenance Guide.
- Carry out compliance testing (i.e. fire alarms, bed inspections, vehicle checks) as instructed by the Maintenance Manager.
- Responsible for carrying out local maintenance checks set out in the Maintenance Guide & in Priory Group Policy & Procedures.
- Provides a security service, maintaining the security and integrity of the building as well as the safety of its occupants.
- Undertakes regular internal and external patrols of the unit and its grounds, ensuring that all the windows and doors are closed and locked as appropriate to the time of day.
- Deals with any potential acts of disturbance, vandalism or theft within the grounds, reporting these and any other untoward or suspicious incidents to the manager in charge.
- Maintains an accurate record of all incidents and suspicious activities within a log book.
- To be aware of and comply with the requirements of the Health & Safety at Work Act, (encompassing risk assessments, method statements and Permits to Work), associated acts and subordinate regulations to minimise risk.
- Responsible for ensuring that any attempts at works or projects is within the individuals capabilities and should not expose themselves or others to risk.
- Carry out such other duties relating to the work of the department as required by Management.
- Individuals will not be required, nor should they, carry out any works that require a certification unless they are in possession of an in date and correct certificate.

Knowledge / Education / Skills

- Basic numeracy and literacy required
- Detail oriented & ability to prioritise
- Ability to work with minimum supervision
- Strong customer focused attitude and team working ethic

Experience

Experience and understanding in a building, plumbing, mechanical or electrical discipline desirable.

Communication

Role holder may respond to routine enquiries. More complex issues will be referred to the line manager.

Responsibility

Leadership

Occasionally required to assist less experienced colleagues.

Budgets & Equipment

No budgetary or financial responsibility, responsible for the proper use of various pieces of maintenance equipment.

Information

Shared responsibility for the confidentiality and identify of patients.

Working Environment

The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment. The problems faced by patients may present difficult and challenging situations, which may heighten the sensory and emotional demands of the job.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> Always puts service quality first Shares and encourages innovation Keeps on top of new developments in the sector

Appendix – Maintenance Task Responsibilities

This outlines the general tasks that should be undertaken by the site maintenance team and is detailed in the General Property Maintenance Guide:

General

- General portering delivering goods from reception to Units
- Maintain an inventory of company tools and equipment
- To conduct and record all routine checks as required by Priory's policies.
- To escort and supervise third party contractors visiting site and ensure site staff are aware and have taken steps to manage risks arising.
- Maintain maintenance work and storage area in a tidy and safe manner and keep toolsets complete and in good working order.

Vehicles

- Pool vehicle valet
- Mileage readings
- Pool vehicle for services / repairs

Fire Extinguishers

- Fire extinguisher replacement / repair – report any findings that if mount or fixings can't be repaired.

External Areas & Building Structures

- Broken glazing – make area safe & secure
- General joinery repairs / Ease and adjust doors & windows
- Clear of RWP and gutters up to 2.5 metres (1 storey)
- Cracked / broken paving / slabs – make area safe & secure
- Blocked drains – try & resolve the blockage with plungers, rods etc, if that fails seek 3rd party contractor
- Fence, gate and garden furniture repairs
- Grounds maintenance
- Minor pot holes – make area safe & secure
- Waste bin compound
- Snow clearance / gritting

Internal Areas

- Broken glazing – make area safe & secure
- General joinery repairs / Ease and adjust doors & windows
- Clear of RWP and gutters up to 2.5 metres (1 storey)
- Damaged doors – make area safe & secure
- Wall Tiling repairs
- Minor decorations (i.e. touch up or redecorating one room)
- Hanging mirrors, pictures, coat hooks, blinds, signage etc
- Alarm and security systems – investigate trip switches & fuses prior to seeking 3rd party contractor
- Radiator covers, removal, repair and cleaning of
- Locks, wall damage & all internal H&S signage repairs / maintenance
- Door repairs and door furniture repairs (excluding fire doors)
- Repairs to kitchen units
- Repairs to bathroom fittings and furniture
- Repairs to company bedroom furniture
- Repairs to common parts furnishings and equipment
- Organise periodic carpet and other deep cleaning in consultation with housekeeping

Electrical

- Lights or power failure – investigate trip switches & fuses prior to seeking 3rd party contractor
- Diffuser cleaning
- Changing light bulbs
- Generator testing & checks
- Extractor fan failure - investigate trip switches & fuses prior to seeking 3rd party contractor
- Replacement of external light bulbs

Mechanical / Heating / Hot Water

- Gas leak – shut off gas in the area & call Transco
- Leaking tap / shower / bath – try to resolve first before seeking 3rd party contractor
- Loss of heating / hot water – check thermostats, radiators and boilers before seeking 3rd party contractor
- Replace broken or leaking WC or sink - try to resolve first before seeking 3rd party contractor
- Leaking / blocked waste pipe – sink / washing machine / bath – resolve blockage with plungers / rods before seeking 3rd party contractor
- Faulty TMV / TBV (Thermostatic Radiator Valve) - try to resolve first before seeking 3rd party contractor

Laundry / Catering

- Domestic machine failure - try to resolve first before seeking 3rd party contractor
- Cleaning of fridges / freezers vents and compressor