



Outcomes
First Group

JOB DESCRIPTION

MAINTENANCE PROFESSIONAL

Job Title	Maintenance Professional
Responsible to	Facilities Manager/Maintenance Team Leader/Regional Maintenance Team Leader
Key Internal Contacts	Other staff within the Facilities Team Staff in other departments within the Centre Service Users within the Centre Staff in other Centres in the Region Central Office Staff
Key External Contacts	Visitors to site Suppliers and Contractors External Inspectors Neighbours, Local Retailers

JOB PURPOSE

To maintain buildings, equipment and plant to the high standards set by the company and external regulators. To take responsibility for a specialist area of competence

KEY TASK AREAS AND RESPONSIBILITIES

- To take professional ownership/responsibility for own area of competence i.e. plumbing, joinery, electrical work or decorating
- To support the maintenance team in operating the day to day response and planned maintenance, refurbishment tasks and repairs for the Centre
- To operate a planned system of general maintenance and repairs
- To maintain the good reputation of the Centre by maintaining buildings, equipment, plants and grounds to a high professional standard, ensuring they have a neat and tidy appearance at all times
- To advise relevant staff members as required on all matters relating to plant machinery and equipment, including safety, state of repair and the purchasing of new equipment
- To liaise with external contractors on work required beyond the scope of general maintenance and to report and advise the Facilities Manager and other senior staff, as required
- To carry out weekly site walks to record and report any Health and Safety issues, maintain repairs and general improvements to site
- To support in managing the on call process and be part of the on call team
- To obtain maximum economy and efficiency in all works
- To contribute to the writing of risk assessments and procedures for maintenance tasks, in accordance with Company policies

- To ensure all equipment and chemicals are used and handled correctly at all times, in accordance with manufacturer's instructions and COSHH Regulations
- To ensure that all tools are available, in good repair, and accounted for at all times

- To keep relevant records accurate and up to date
- To travel the other areas of the site or to suppliers to carry out any role responsibilities
- To lock up premises on day that the site is being used for out of hours activities as required and instructed
- To respond timely and with flexibility to urgent or last minute staff/service requirements as a service providing function of the Centre
- To support other members of the maintenance team with work that requires extra members of staff to complete the task
- To ensure that all tools, equipment and machinery is maintained, used and stored correctly and safely
- To assist in emergency evacuations and fire drills at the Centre and to assist in weekly checks on fire alarms
- To carry out basic vehicle maintenance and repair
- To report all compliments, comments and complaints
- To report any defeats, damage, theft, breakages or hazards to relevant staff immediately
- To carry out all duties in a safe manner with regards to health, safety and welfare of self, staff, Service Users and other persons within the Centre
- To have an awareness and empathy with the Service Users for whom the service is provided and to carry out duties being mindful of their needs.

GENERAL

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

PERSON SPECIFICATION
MAINTENANCE PROFESSIONAL

	Essential	Desirable
Experience		
Experience of general maintenance	✓	
Experience in a specific area of work e.g. plumbing	✓	
Experience of working to strict Health and Safety guidelines	✓	
Experience of keeping within set budget requirements		✓
Skills, Knowledge and Aptitudes		
Good working knowledge of plant and machinery	✓	
Knowledge of COSHH regulations		✓
Ability to work independently and as part of a team	✓	
Methodical approach to work	✓	
Commitment to completing day to day tasks effectively and timely	✓	
Effective communication skills, verbal and written	✓	
Basic IT skills		✓
Good organisational and time management skills	✓	
Qualifications and Training		
Willingness to work towards other relevant qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
Other		
Commitment to the values of the organisation	✓	
Driving licence	✓	