

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Estates Maintenance Worker Specialist (Electrically Biased)
<b>BAND:</b>	Band 5
<b>LOCATION:</b>	Estates Palmerston Rd, Bournemouth BH1 4HT
<b>ACCOUNTABLE TO:</b>	Head of Estates
<b>LINE MANAGER:</b>	Estates Officer
<b>KEY RELATIONSHIPS:</b>	<p>To work closely with:</p> <ul style="list-style-type: none"><li>• Building Trades</li><li>• Engineering Trades</li><li>• Maintenance Workers</li><li>• Apprentices</li><li>• Ward and Other Trust Staff</li><li>• External Specialist Contractors</li><li>• Members of the Public</li></ul>
<b>HOURS OF WORK:</b>	<p>This is a full-time post of 37.5 hours per week 8am – 4pm plus full participation in the Estates on-call rota. The post holder will be required to work flexibly to meet the needs of the service.</p>
<b>JOB PURPOSE:</b>	<p>Provision of multi-trade maintenance services as part of an effective and responsive Estates Technical Service.</p> <p>To work as part of a team within the Estates Department and to support and promote the provision of a reliable, high quality, flexible, proactive customer orientated service that will support the Trust in undertaking its core business. To help ensure that the Trust is able to provide a well-maintained, clean, safe, accessible and welcoming environment for patients, visitors and staff.</p> <p>To provide Technical assistance, instruction and training/mentoring to Maintenance Craftsmen and Maintenance Workers on complex maintenance issues.</p> <p>To Provide Mentoring and job related training to Semi Skilled staff and Apprentices.</p>

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **1. TECHNICAL**

- 1.1 On a daily basis carry out multi trades engineering tasks that would predominately be Electrical but would include Mechanical, Plumbing, Drainage and Building skills in any Trust premises and be exposed to occupational hazards pertaining from these elements.
- 1.2 To deliver a maintenance service:
  - As part of an effective Estates Technical service to all customer organisations.
  - Based upon planned preventative maintenance (PPM) schedules that are founded upon best practice.
  - That is responsive and efficient in line with agreed and negotiated standards of access and prioritisation.
  - Providing a responsive reactive work program.
  - Carrying out Installation, Maintenance, Servicing and Repairs to a full range of specialist Healthcare and healthcare premises equipment.
  - Liaison with site staff to ensure any service interruptions are kept to a minimum.
  - Providing the necessary technical expertise to other trades staff as required.
  - To provide leadership and motivation to the semi-skilled maintenance team to ensure that the best possible patient-focussed services is delivered.
  - To assist with planning and allocation of work to the Estates maintenance engineers, maintenance workers and Apprentices;
  - To assist the Estates Officers in ensuring the efficient and effective utilisation of the direct employed labour force and materials, transport and other resources.
  - Provide training and instruction to direct employed labour in techniques encompassing all aspects of maintenance of the Estate.
  - Provide a technical diagnostic and fault finding service on plant and equipment and instruct Maintenance Workers and Contractors in dealing with technical problems.
- 1.3 On a daily basis be responsible for the identification of complex spare parts and either purchasing these parts from a local wholesaler or request parts are ordered via the Estates Office.
- 1.4 Responsible for maintaining and replenishing all engineering stores in all site based workshops and van stocks
- 1.5 Frequently advise Estates Office, using specialist knowledge of plant equipment and site specific needs, on suitability of calling out external contractors when the service demands, this could be based on time, specialisation, site demands, availability of parts or the impact on patient care.

- 1.6 Manage Contractors when on site during the service visit including approving the completed works and advising the Estates Officers accordingly.
- 1.7 Ensure that all works are carried out within a set timescale, and with the minimal disruption to the relevant site or department, this will include daily alterations to the working pattern to meet changing service demands these changes will frequently involve travelling to a different site.
- 1.8 On a daily basis autonomously prioritise workload, taking into account all legal maintenance requirements, Relevant Health Technical Memorandums (HTM), Health and Safety issues, service level agreements and site-specific requirements.
- 1.9 Be able to produce work to a high degree of precision through the use of specialised fine hand and powered tools.
- 1.10 Supervise and liaise with contractors, following a request from Estates Management Team, at various locations in order to disseminate site-specific knowledge to enable works to be carried out. Report back outcomes of meetings to Estates Officers.
- 1.11 Work to interpret and disseminate complex technical drawings, sketches, oral and written instructions.
- 1.12 Work to the standards set out in the IET Wiring regulations and Code of Practice for In-service Inspection and Testing of Electrical Equipment BS7671.
- 1.13 Have an in depth knowledge of and work to
  - Health Technical Memorandum HTM06 Electrical Services Supply and Distribution,
  - HTM00 Healthcare Engineering,
  - HTM 03 Specialist Ventilation,
  - HTM 02 Medical Gas Pipelines,
  - HTM 04 Control of Legionella,
  - HTM05 Firecode, HTM 08-02 Lifts,
  - HTM 08-03 Bedhead services.
- 1.14 Following an approved training program and having attained the relevant qualifications Act as Trust Competent Person for
  - HTM LV Electrical,
  - Electrical Inspection and Test,
  - HVAC Ventilation,
  - Fire and Security Systems,
  - Electrical Control Systems,
  - Water Systems/Hygiene/Legionella/Drainage,
  - Lifts & Lifting Equipment Maintenance,
  - Medical Gas Pipeline Systems,
  - Asbestos,
  - Confined Spaces,

- Working at Heights.

- 1.15 To carry out inspection and testing of a wide range of electrical installations and equipment and undertaking repairs or referring to specialist contractors where required.
- 1.16 Continually monitor and evaluate condition of building, plant and equipment report either verbally or in the form of a written report any concerns to Estates Officers

## 2. **COMPLIANCE & SAFETY**

- 2.1 Ensure that all equipment and services are maintained in compliance with current legislation and Trust policies and procedures. These may include the latest edition of, The Institute of Electrical Engineers Wiring Regulations, The Water Supply (Water Fittings) Regulations, Council of Registered Gas Installers, Health Technical Memorandums etc.
- 2.2 Supervise and monitor contractors working in Trust properties following a request from Estates Management Team and feedback as appropriate.
- 2.3 Provide specialist Technical advice and support to external contractors
- 2.4 Responsible for monitoring Health and Safety compliance in the area of Buildings and Buildings Maintenance and to contribute to other areas of Health and Safety Management throughout the customer organisations reporting any concerns.
- 2.5 Regularly use platforms and ladders to safely access and carry out high level works.
- 2.6 Responsible for carrying out all statutory compliance testing, for example Fire Alarms, Electrical Installations, Generator Tests, Water Quality, etc.
- 2.7 Ensuring that Trust vehicles used are kept in a safe, clean and roadworthy condition with any concerns or damage reported immediately to Estates Administration Department.
- 2.7 To undertake risk assessments and development and implement safe systems of work.

## 3. **HUMAN RESOURCES**

- 3.1 Identify any personal or engineering specific specialised training requirements and feedback to Estates Officers.
- 3.2 You will be required to undertake any identified training that will improve the service delivery of the Estates Department

- 3.3 Proactively liaise with the Estates Office to ensure that the correct skills mix is available to cover out of hours on call service, to include covering extra occasions when the need arises.
- 3.4 Supervise Maintenance Workers, check and evaluate work, provide guidance and training where appropriate.
- 3.5 Act as Technical mentors and provide practical training to Apprentices and any Estates staff under training

#### **4. FINANCE/RESOURCES**

- 4.1 Where spare parts are required to be purchased from local wholesalers or specialist suppliers obtain an order reference number from the Estates office and purchase the item required ensuring that all relevant receipts, delivery notes etc. are returned to the Estates office as soon as practically possible.
- 4.2 Where parts cannot be purchased locally, are not readily available from stock full technical details must be passed on to the Estates office to enable them to interpret and decide on best course of action for ordering goods.

#### **5. SERVICE DEVELOPMENT**

- 5.1 To provide constructive feedback to the Estates office with regards to a wide diverse range of tasks and duties to enable the Estates Department to decide on future service planning and best delivery of services.

#### **6. INFORMATION / DATA RESPONSIBILITIES**

- 6.1 Ensure that handheld communication devices are synchronised and utilised as directed.
- 6.2 Ensure that all documentation is completed accurately and legibly and is returned to the Estates office on a weekly basis. This will include timesheets, daily worksheets, call-out sheets, Van log sheets and service sheets.

#### **7. ENVIRONMENTAL & WORKING CONDITIONS**

- 7.1 On a daily basis, drive an appropriate vehicle to any premises that the Estates Department is responsible for maintaining. Distances covered could be in excess of 300 miles per week some of which will be at night or early hours of the morning when carrying out on-call duties.
- 7.2 This service is delivered on a daily basis in varying units and departments including operating theatres at a variety of locations including, Hospitals, Health Centres, Primary Care Premises, Clients homes, Care homes, Workshops, within Dorset.

- 7.3 Frequently expected to work in Mental Health units.
- When visiting Mental Health units allowances must be made for the clients condition with regards to their level of disability, i.e. at all times in these properties act in a kind, caring and positive manner, be prepared to take a calm and sympathetic approach when faced with difficult or confrontational clients.
  - At all times when working in Mental Health units you are responsible for ensuring that all tools and equipment are used in a conscientious manner.
- 7.4 Occasionally when service levels demands, be prepared to work overtime at short notice in order to maintain services this could often involve travelling to another site prior to starting the work.
- 7.5 Take part in Trade staff on call rota to deliver a 24/7 emergency breakdown service covering all trades and premises that the Estates Department is responsible for maintaining, occasionally tradesmen will be expected to undertake additional on call duties to cover for absence.
- 7.6 When on call, receive emergency requests from the on call Estates Manager and once on site decide on best course of action with regards to attendance/prioritising the calls or calling out external specialist contractors when appropriate, liaising with Estates Manager on call if necessary. These calls can be at any time of the night/weekends/Bank Holidays and to any DHUFT property.
- 7.7 Occasionally required to maintain specialist medical equipment at a variety of locations including patient's homes.
- 7.8 Occasionally work externally in adverse weather conditions.
- 7.9 To work occasionally in areas which may be potentially hazardous where a need exists to use a permit to work systems, specific health and safety guidance and use personal protective equipment (PPE). Such locations will include the following:
- Boiler rooms
  - Plant rooms
  - Generator rooms
  - At heights using access equipment
  - Confined spaces, roof voids, tank rooms and service ducts.
  - Drains containing human waste.

## **SECTION B: TERMS AND CONDITIONS OF SERVICE**

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
3. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
4. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
5. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
6. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

## **CORE ATTRIBUTES AND BEHAVIOURS**

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

### **Values**

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**  
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
2. **Commitment to quality of care**  
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

3. **Compassion and kindness**

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

4. **Improving lives**

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5. **Working together for patients**

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6. **Everyone counts**

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

## **Behaviours**

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8. **Proactive**

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9. **Supportive**

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10. **Respectful**

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11. **Reliable and trustworthy**

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.



## **CHANGES**

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

## PERSON SPECIFICATION

### ESTATES MAINTENANCE WORKER SPECIALIST, BAND 5 ESTATES DEPARTMENT

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	Good standard of general education	Yes		Application
1.2	Completed a relevant recognised Engineering apprenticeship or completed a relevant certified formal training programme supported by significant experience.	Yes		Application & Certification
1.3	Qualified to HNC/HND level with additional specialist knowledge and qualifications covering <ul style="list-style-type: none"> <li>• HTM06 LV Electrical</li> <li>• Fire and Security Systems,</li> <li>• Electrical Control Systems</li> <li>• Competent Person HVAC</li> <li>• Water Systems/ Hygiene/Legionella/Drainage,</li> <li>• Lifts &amp; Lifting Equipment Maintenance,</li> <li>• Medical Gas Pipeline Systems,</li> <li>• Asbestos,</li> <li>• Confined Spaces,</li> <li>• Working at Heights.</li> </ul>	Yes		Application & Certification
1.4	Completed a recognised Electrical to Mechanical conversion course.	Yes		Application & Certification
1.5	Must be able to demonstrate sound knowledge of key skills: <ul style="list-style-type: none"> <li>▪ Communication</li> <li>▪ Application of numeracy</li> <li>▪ Working with others</li> <li>▪ Improving your own learning</li> <li>▪ Problem Solving</li> </ul>	Yes		Application, Interview & References
1.6	Qualified to 17 <sup>th</sup> Edition IEE BS7671	Yes		Application & Certification
1.7	City & Guilds 2392 Inspection & Testing or equivalent	Yes		Application & Certification
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Experience of engineering in a healthcare maintenance or equivalent service in a healthcare environment.	Yes		Application, Interview & References
2.2	Experience of engineering in a healthcare maintenance or equivalent service environment.	Yes		Application, Interview & References

<b>3. Managerial/supervisory experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
3.1	Ability to motivate others in service delivery and quality improvement initiatives	Yes		Application, Interview & References
3.2	Ability to act as Technical lead for the practical training of Semi-Skilled staff and Apprentices.	Yes		Application, Interview & References
<b>4. Information Technology</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
4.1	Good IT skills, normally obtained through practice or practical training.	Yes		Application, Interview & References
<b>5. Personal qualities/attributes</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
5.1	Ability to communicate with clarity and confidence in a variety of situations which may be demanding and difficult.	Yes		Application, Interview & References
5.2	Ability to plan, facilitate and evaluate activities to meet Departmental needs and objectives.	Yes		Application, Interview & References
5.3	Ability to adapt plans to suit a continually changing environment.	Yes		Application, Interview & References
5.4	Ability to follow a clear instruction and feedback to staff at all levels and disciplines.	Yes		Application, Interview & References
5.5	Ability to work as part of a team and relate well, encompassing the views of others.	Yes		Application, Interview & References
5.6	Ability to work on own initiative and without supervision.	Yes		Application, Interview & References
5.7	Problem solving skills and flexibility to ensure an efficient service.	Yes		Application, Interview & References
5.8	Ability to use a high level of judgemental skill in order to maintain a professional service.	Yes		Application, Interview & References
5.9	Ability to be innovative, creative and resourceful in practice.	Yes		Application, Interview & References
5.10	Ability to work in a highly professional manner.	Yes		Application, Interview & References
<b>6. Business travel</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>

6.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1*		Application, Licence & Interview
<b>7. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	
7.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes		Application, Interview

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**\*Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.