

Dear Applicant

RE: Maintenance Manager Position

Thank you for your interest in the post of Maintenance Manager. This is a key role in the effective management of Mary Feilding Guild Care Home. The Guild is a well-appointed home, with a very friendly atmosphere, and a strong ethos of commitment to our resident group.

The Guild is for older people who want to remain active and independent for as long as possible, with support and encouragement from staff. Our residents may be old (average age 91), but they are an extraordinary group of people who challenge the perception of aging. A number of them, although experiencing some health deterioration associated with aging, continue to remain active within and outside the Guild, and are very interested in life. Currently, 15% of our residents are over 100 years old.

You will have regular contact with residents and therefore you must genuinely like older people and undertake to develop your appreciation, knowledge and understanding of them.

APPLICATION PROCESS

Please complete the application form which can be downloaded from our website www.maryfeildingguild.co.uk . Read the job description and person specification carefully and ensure that your supporting statement demonstrates how you meet the criteria as set out in the person specification. Continue your supporting statement on one A4 sheet of paper if necessary. CVs alone will not be considered, but you may wish to attach it to your application form.

The successful applicant will be required to ensure that we are able to secure two professional references (that are satisfactory to us) and a clear, enhanced DBS check, within a maximum of one month of the job offer.

The closing date for receipt of applications is **Friday 18th January 2019 at 5 pm**. Please return your completed application to info@maryfeildingguild.co.uk or by post to Mary Feilding Guild 103/107 North Hill, London, N6 4DP marking it private and confidential. If you have not heard from us by end of February 2019, you have unfortunately been unsuccessful on this occasion.

Interviews will take place on **Thursday 24th January 2019**. If for any reason you are unable to attend that day please advise us in your application cover letter and provide alternative dates for that week.

Thank you again for your interest in Mary Feilding Guild and we look forward to receiving your application.

Mary McGloin
Director

Position: **Maintenance Manager**

Responsible To: Director
Dotted line to Registered Manager

Responsible for: **Caretaker**
Contractors on site

Significant relationships: Director
Registered Manager
Care Managers
Housekeeper

Job Purpose To proactively manage the maintenance function within Mary Feilding Guild Care Home to ensure the building is maintained to a high standard for the safety and comfort of residents, staff and visitors. To ensure the Guild meets all its legal requirements in respect of Health and Safety and Care regulations. To be the primary point of contact with all suppliers. To manage the caretaker (4/5 days a week) in the execution of his duties and to provide support to him. To work closely with the Director, Registered Manager and other managers to ensure the smooth operation of maintenance within the home.

Principal Responsibilities:

To manage the maintenance function in a proactive way, but with the capacity to be reactive as appropriate.

To ensure all day to day maintenance issues are effectively, promptly and safely addressed.

To manage the maintenance contracts of the Guild to ensure effective and safe operation of the Guild's physical infrastructure, both within and outside the building.

To manage the caretaker in his undertaking of maintenance work, providing support and guidance as necessary.

To be point of contact with all suppliers, both for contract and one off work

To demonstrate an excellent understanding and practice on Health & Safety issues in respect of maintenance

To maintain all the required documentation and supervise the caretaker in his completion of relevant administration

To provide monthly quality assurance reports demonstrating the effective and safe management of maintenance in the Guild.

Maintenance Management

- To ensure all routine and reported maintenance issues are responded to within a reasonable time (usually 1 day) to a high standard.
- To manage all planned maintenance for the safe running of the Guild. This includes, but is not limited to; producing an annual timetable of planned maintenance, liaison with contractors, follow up on reports, commission quotes for follow up work and documenting all stages for the process.
- To identify improvements work as required and discuss with Director in monthly meetings to ensure the Guild is able to plan for any expenditure.

Management of Caretaker

- To keep fully updated on the work of the Caretaker, ensuring he has adequate time, information and tools to complete his work.
- The Caretaker carries out a range of safety checks and completes administration to evidence this; the manager is responsible for monitoring all aspects of this function.
- To manage his performance level and identify any training or support he may benefit from
- To ensure he is fully informed and monitored in respect of safe working
- To regularly meet with him for supervision and carry out annual appraisal in accordance with Guild policy and procedure
- In his absence, to carry out maintenance work that is essential to the safety of the Guild.

Contractor and Supplier Management

- To liaise with contractors to carry out essential works outside of the capability of the maintenance team. This includes confirming quotes and ensuring the work is completed promptly and fully, with clear reports confirming outcomes.
- To act at the point of contact with contractors for tendered work; discussing works with them, taking up quotes, references and obtaining insurance documentation. Where work is to be carried out unsupervised in a resident's room to ensure a clear DBS is obtained prior to commencement of work.
- To carry out risk assessments in advance of any work and to discuss with the RM to ensure the safety of residents, staff and visitors is observed.
- To ensure the contractors observe the Guild's requirements on site and to regularly visit work being carried out to discuss progress.
- To raise any concerns with contractors promptly, professionally and with resolution to ensure the interests of the Guild are met.

Health and Safety

- To ensure all maintenance is carried out with regard to relevant Health and Safety Legislation
- With a care manager to carry out a monthly H&S check of the building, developing an action plan using the Guild's approved format
- To ensure the action plan is acted on and to liaise with the RM as required.
- To carry out all risk assessments in respect of maintenance work and to support the caretaker and care managers in developing expertise in this area of responsibility.
- To keep updated on all legislative changes in respect of H&S and to advise the Director and RM on these requirements.
- With the RM or Care Manager to carry out the Guilds annual Fire Risk Assessment.
- To be a member of the Guild's H&S group, attending monthly meetings and acting as rotating chair.

Administration

- To ensure all documentation regarding planned maintenance is kept up to date, clear and accessible to demonstrate the Guild's 100% compliance in this area.
- To ensure all documentation including follow up action and outcomes are maintained clearly and accessible.
- To ensure that daily maintenance performance is monitored by the manager and that any follow up action is recorded in a logical and accessible way.
- All risk assessments should be retained.
- To compile a list of suppliers, area of specialism and contact details.

Professional Standards

- To maintain confidentiality with regard to all aspects of life at the Guild, most particularly in relation to the residents.
- To inform the Director of any serious difficulty, incident or event that occurs at the Guild.
- To ensure the safe and correct working of the safety systems and equipment and report any failure of same to the RM. To agree any contingency arrangements whilst waiting for equipment to be repaired/replaced.
- To work with the Director and Registered Manager to ensure that appropriate Guild policies and procedures are developed, adhered to and revised regularly to meet legislative and best practice requirements.
- To update your own professional knowledge and training so as to keep abreast of changes. To attend regular one-to-ones and appraisals with the Director
- To take appropriate responsibility for continuing professional development
- To carry out the role of Maintenance Manager to a standard that will enhance the reputation of the Guild.
- To attend any training as deemed appropriate by the Guild, reflecting the work environment, rather than specific role. For example, all staff and volunteers are required to attend Safeguarding of Vulnerable Adults
- To maintain appropriate boundaries with residents and to a role model within the Guild.
- To carry out all reasonable requests commensurate with the role and level of responsibility afforded the job. The role will be reviewed on a regular basis to ensure it is reflective of the requirements of the Guild.