

MARY FEILDING GUILD

JOB DESCRIPTION - MAINTENANCE MANAGER

POSITION: Maintenance Manager

RESPONSIBLE TO: Director
Registered Manager

RESPONSIBLE FOR: Caretaker
Contractors on site

SIGBIFICANT 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.

PRINCIPLE RESPONSIBILITIES:

1. To manage the maintenance function in a proactive way, but with the capacity to be reactive as appropriate.
2. To ensure all day to day maintenance issues are effectively, promptly and safely addressed.
3. 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.
4. To manage the caretaker in his undertaking of maintenance work, providing support and guidance as necessary.
5. To be point of contact with all suppliers, both for contract and one off work.
6. To demonstrate an excellent understanding and practice on Health & Safety issues in respect of maintenance.
7. To maintain all the required documentation and supervise the caretaker in his completion of relevant administration.
8. To produce an annual maintenance plan and provide monthly quality assurance reports demonstrating the effective and safe management of maintenance in the Guild.

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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 improvement works as required and discuss with Director in monthly meetings to ensure the Guild is able to plan for any expenditure in the short, medium and long term.

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 and the comfort of the residents.

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.

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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 manage his performance level and identify any training or support he may benefit from.
- 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.

This is a new role and will be reviewed on a regular basis to ensure it is reflective of the requirements of the Guild and the role.

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PERSON SPECIFICATION - MAINTENANCE MANAGER

	ESSENTIAL
ESSENTIAL EXPERIENCE	<p>Experience as a Maintenance Manager in a similar environment e.g. care home, hotel, sheltered housing, managed apartments.</p> <p>An excellent understanding of a broad range of maintenance issues; plumbing, electrics, boilers etc. and the ability to undertake informed conversations with providers and challenge poor practice.</p> <p>Demonstrable experience of health and safety requirements/legislation and application to same in a similar environment.</p> <p>Ability to self-manage and work collaboratively with senior managers and other managers who are non-maintenance people.</p> <p>To promote pride in the maintenance function, recognising the importance of a comfortable and safe home to the well-being of older people, staff and visitors.</p> <p>To actively support and manage direct reports within the Guild's policies and procedures framework.</p> <p>To have excellent planning ability coupled with strong reactive skills as essential to the running of the maintenance function.</p> <p>Proven ability to manage budget and maintain up to date records of quotes/ approved invoices.</p> <p>Excellent administration management skills: ability to develop, implement, and oversee systems that satisfy the requirements of the Guild and our regulator the Care Quality Commission (CQC).</p> <p>A genuine interest and respect for older people, recognising that MFG residents do not represent the common perception of that group.</p>
DESIRABLE EXPERIENCE	<p>Substantial experience in one of the key areas of maintenance at operational level e.g. plumbing, boilers.</p> <p>Some experience of older people.</p>

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	ESSENTIAL
Other Skills	<p>Strong interpersonal skills to work with a range of people within and outside the Guild.</p> <p>Developed sense of professionalism.</p> <p>Competent use of Word, email and the Internet.</p> <p>Ability to keep updated on legislation and policy changes and develop an understanding of how they impact on health and safety within this environment.</p> <p>Good research skills across a range of issues; health and safety, suppliers, materials, quotes etc.</p> <p>To represent the organisation at external meetings.</p>
Personal Attributes	<p>To maintain high standards of professionalism with unquestionable integrity and honesty.</p> <p>Ability to convey compassion and warmth yet be appropriately assertive as circumstances require.</p> <p>To work in a calm and supportive way, inspiring others to draw strength from this.</p> <p>To convey respect for others in all forms of communication.</p> <p>To act as role model in accordance with the role.</p>