

**Royal Hospital for Neuro-disability**

**Job Description**

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| **Job title:** | Maintenance Manager |
| **Department:** | Estates & Capital Department |
| **Salary grade:** | £35,000 - £40,000 per annum |
| **Responsible to:** | Head of Estates & Capital |
| **Behavioural Framework:** | Leadership Level 3 |

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

**Main Objectives of the role**

* The post holder is expected to operate with a minimum of supervision within the bounds of agreed budgets, departmental policies and procedures, and agreed key objectives.
* The post holder is expected to manage effectively using his/her own initiative
* To deliver the full range of hospital maintenance functions though a combination of in house labour force and outsourced contracts ensuring statutory compliance for all Hard FM functions.
* To implement, manage and monitor standards, processes, communications, training and systems for the delivery of an effective Estates Maintenance service at RHN ensuring full statutory compliance and robust maintenance regimes, which support the hospitals key objectives.

**Key Responsibilities**

* To establish, manage and monitor the hospitals Estates Maintenance Services whether provided directly or via an outsourced contractor/s.
* To develop robust maintenance plans which ensure statutory compliance and effectively support business continuity.
* To regularly review maintenance regimes to ensure that they continue to be aligned to core business requirements, provide value for money, and manage Estates risk to an acceptable level.
* To report to the Head of Capital and Estates on the condition of buildings, plant and infrastructure, maintaining accurate asset registers and records of condition.
* Management of the minor works programme as delegated by the Head of Capital and Estate and supporting the wider main capital programme in a proactive manner.
* Ensure that all relevant risk assessments and Method Statements are in place and up to date and that all Maintenance works are carried out in compliance with legislation and best practice including HTM’s HBN’s and British standards, building regulations etc.
* To ensure a robust permit to works system is operated in line with best practice.
* To manage all directly employed staff including objective setting, appraisal, training, and all other aspects of human resources management in line with hospital policies.
* Ensure that all Estates Maintenance policies, procedures, rules and regulations are adhered to and are regularly reviewed, updated and effectively communicated.
* To support the Head of Capital and Estates in ensuring that RHN meets its statutory obligations in all areas pertaining to Estates Maintenance including but not limited to Fire safety, Asbestos Management, Safe water systems management, Medical Gasses, Bed management and supply. To include regular testing and auditing as necessary.
* To produce backlog and maintenance programmes and business cases for the replacement /upgrading of plant and equipment with due consideration to effective risk management.
* To produce and implement planned maintenance programmes to minimise unexpected failures and eliminate the risk of legislative noncompliance. To keep clear records of the same.
* To manage and undertake systematic inspections of building mechanical and electrical installations, plant and equipment to identify items in need of repair, replacement or those performing below acceptable levels. To take appropriate remedial action to put in repair all defects recorded.
* To be highly visible and approachable; maintaining regular contact with all key users and stakeholders through a range of communication methods appropriate to each user.
* To ensure that meaningful Service Level agreements are in place for all Estates Maintenance Services and to monitor and report on performance in respect of these.
* To ensure that meaningful KPIs are in place for all areas of responsibility and report on performance against targets as required.
* To be the nominated approved officer for the full range of Maintenance Functions e.g. Medical Gasses, Water safety, Electrical etc.
* To be responsible for the development and management of Maintenance budgets ensuring VFM and cost-effective use of resources; working closely with Finance to forecast spend, identify variances against allocated budget and propose options for reconciliation.
* To manage the hospitals QFM system and use data collected to enable continuous improvement to service provision.
* To adhere to Standing Financial Instructions and that procedures for tendering are adhered to.
* This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels

**Person specification: Essential and Desirable**

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|  | **Essential Criteria** | **Desirable Criteria** |
| Qualifications & Experience | HNC/HND or similar in Engineering related subject.  At least 3 years in a similar role.  Good technical knowledge including of main current legislation affecting hospital / healthcare premises.  Experience of managing and monitoring outsourced Hard FM contract arrangements and in-house Maintenance operatives.  Experienced in developing and implementing maintenance regimes for hospital premises.  Experience in developing or working with Condition Surveys to guide Maintenance decision making.  Experience of managing the full range of Hard FM services including Electrical, Mechanical, Fire detection and suppression systems, Medical Gases, water safety etc.  Experience in developing, tendering and carrying out minor works programmes  Experience of developing and monitoring delegated budgets.  Experienced in Risk Assessments and putting in place necessary measures to mitigate estates maintenance risk. | Bachelor Degree in Building Services/ Electrical or Mechanical Engineering.  Experience in identifying opportunities to minimise cost whilst making positive impacts on Sustainability and Corporate Social responsibility.  Understanding of Energy Management Initiatives.  Experienced at developing and presenting Maintenance Business Cases. |
| Special Aptitudes | Confidential in all matters  Professional approach coupled with strong interpersonal skills.  Excellent planning, organisational and time management skills  Excellent verbal, written communication and presentation skills  Strong IT skills, Word, Excel etc.  Knowledge of FM helpdesk systems  Ability to work on own initiative  Ability to work in and adapt to a rapidly changing environment | Gathering, analysing and reporting on key Estates Maintenance data/statistics |
| Disposition | Flexible and co-operative at all times  An assertive but calm demeanour  Self-motivated and highly visible.  A good team player | N/A |
| Requirements | Good timekeeping and attendance record  Neat and tidy appearance | N/A |

**Leadership Behavioural Framework: Level 3**

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| **Working Collaboratively for RHN** | |
| Working Collaboratively for the RHN is about working together to deliver the best possible service for patients, carers and key stakeholders. It is about demonstrating our values particularly in finding ability in disability, delivering excellence through personal responsibility, being pioneering and sharing knowledge, ensuring clarity and compassion, respect and constancy. | |
| * I work and model productive relationships both internally and externally to deliver services and determine the future direction of RHN. * I ensure and inspire a shared understanding of the vision and direction of the RHN. * I am aware of my own working style and recognise that it may need to be adjusted when working with others. | * I listen to what others have to say and am open to new ideas including those that may challenge my own assumptions and expectations. * I understand and control my own behaviour and emotional responses to situations. Accepting constructive feedback and considering issues from others’ perspectives. |
| **Achieving our Potential** | |
| Achieving our Potential is about giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. It is about being able to develop our skills and knowledge and being able to take the time to reflect on successes and set-backs. It is about demonstrating a commitment to continuous professional and personal development and a flexible approach to working. | |
| * I understand the wider context in which we all work and seek to develop, unleash skills and take risks for myself and others to take RHN forward * Understands the major challenges facing the wider health sector and is constantly looking “up and out”- horizon scanning | * Is aware of the range of skills, knowledge and experience that exist within all of our people * Understands the strategic objectives of the RHN and ensures we have a developed workforce to enable future performance to be delivered * Provides challenges and opportunities for all people to realise their potential * Prepared to take calculated risks for organisational benefit |
| **Preparing for the Future** | |
| Preparing for the Future is about being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. It is about taking the time to reflect on current activities and challenging the status quo. It will involve accepting the need for change and developing a culture of continuous learning and improvement. | |
| * I will establish a culture of creative engagement that encourages collaboration and participation in a wider vision for the future * I will fuse the ideas of others with my own to create a shared vision * I will encourage relationships and partnerships | * Will collect information from a number of sources in order to shape strategy and deliver change * Will encourage a culture of continuous personal & professional development * Look beyond your own area and look at wider development opportunities |
| **Leading by Example** | |
| Leading by Example is about acting as a role model and setting an example that motivates and inspires others. It involves providing a clear direction that recognises and utilises the strengths of our people. | |
| * I am able to inspire others within all areas of the organisation by my presence and personal leadership * I promote the RHN’s vision and values in an inspiring way, both internally and externally, and ensure my behaviour is in accordance with them. | * I behave in a manner which is consistent with acting as a role model to others. * I demonstrate the courage to take difficult decisions. * I model decisive behaviour and take sensible risks in the interest of the RHN. |
| **Committing to our Patients & Customers** | |
| Committing to the patient and customer is about understanding who those people are and what their specific needs involve. It is about the provision of high quality patient care and/or customer service and the development of on-going relationships. It is about treating those people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience. | |
| * I create a culture that puts the patient and customer at the centre of all that we do. * I will be proactive in seeking customer feedback and acting on what it tells us | * I will seek to develop new services, procedures and methods that enhance the already excellent customer experience * I will actively foster productive relationships with key stakeholders |

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: