



**JOB DESCRIPTION**

<b>Role Title:</b> Maintenance & Estates Technician	<b>Rank:</b> 5
<b>Reports to:</b> Head of Facilities and Operations	<b>Notice Period:</b> 1 Month
<b>Direct Reports:</b> None	
<b>DBS Check:</b> Enhanced & Barred.	
<b>Team and Directorate:</b> Facilities and Operations, Support Services	
<b>Location:</b> Remote Working/Oxford Based	<b>Date:</b> December 2024
<p><b>Summary of the Role's Main Purpose:</b></p> <p>The Estates Team look after the Hospice buildings, grounds, and our retail shops to ensure that Helen and Douglas House's property portfolio is well maintained, safe and is continues to create a world class environment for care, as well as to work, shop and volunteer.</p> <p>Working closely with the Head of Facilities and Operations and colleagues in the Estates Team, the post holder will be responsible for the day-to-day maintenance of our retail property portfolio, a planned schedule of significant shop repairs, shop refits, new shop openings, and dilapidations as well as being part of a team carrying out maintenance work on the Oxford Hospice site and some capital project support work.</p>	

**MAIN DUTIES AND RESPONSIBILITIES:**

Carry out general repairs and maintenance work across the retail shop network (including electrical and plumbing maintenance and repairs, testing alarms, PAT testing, building storage. solutions etc.) and the charity's hospice site.

Deliver a programme of building and decorating work for retail in line with a planned. preventative maintenance schedule.

Maintain the exterior of buildings and the estate including ensuring the car parks and gardens. are well maintained and shop fronts are well represented, and facias are clear and in good. condition.

Liaise with outside contractors, ensuring relevant paperwork is completed and signed as appropriate.

Manage external contractors on the Hospice site and in shops, ensuring Health and Safety, security and safeguarding standards are met.

Act as a key holder for shops, occasionally opening and closing premises, carrying out routine inspection of building, plant, and equipment.

Support and be supported by the wider Estates team, promote a culture in line with the organisation's values and focused on customer service, effective and efficient use of resource, creative problem solving. and delivering work to a very high standard.

Notify Head of Facilities and Operations or Estates Coordinator and seek approval from the appropriate budget holder if a project requires further investment in time and/or budget.

Update risk registers, maintenance schedules, and maintenance budgets as directed by the Head of Facilities and Operations.

Participate in our on-call rota for on-site emergencies and/or manage others to act on HDH behalf for Retail emergencies.

Work to Service Level Agreements (SLA's) for the retail shops, as set by the Head of Retail in partnership with the Head of Facilities and Operations.

Maintain good relationships with Heads of Department across the charity and ensure maintenance requirements are being met.

Carry out work being mindful of the sensitive nature of the work the hospice does, and of the need to continue to trade in shops whilst work is completed.

Participate in health and safety training, personal training, and development, and attend all relevant training courses as required.

Maintenance Technicians will be expected to deal with emergencies on a call out basis for which an additional payment/time off in lieu will be made.

#### **Key Technical Skills, Knowledge, Experience and Behaviours:**

Proven experience in maintenance including skills in using power and hand tools.

Experience in any of the following: Desirable

- Carpentry, Electrical, Plumbing, DIY Woodwork, Metalwork, Bricklaying, Engines/Generators, Painting, and Decorating.

Awareness in:

- Electricity at work regulations, provision & use of work equipment regulations.
- LPG regulations.
- Legionella & standing water.
- Working at height regulations.
- Working in confined spaces.

Self-initiates work, takes responsibility for the quality and quantity of outputs and able to work to tight deadlines.

Ability to anticipate challenges and address them quickly.

Proven ability to engage others and communicate using various methods along with excellent interpersonal skills.

Professional, flexible, and committed to going above and beyond the remit of the role to achieve and exceed quality.

Ideally Experience of working within a retail or multi-site organisation.

Ability to find creative solutions to problems and a willingness to challenge conventional thinking by the development of alternative solutions.

Maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors, customers, and themselves, reporting any accidents or fault in line with organisational policy.

Curiosity to learn, develop both yourself and others, motivated by our cause and the opportunity to be part of Helen & Douglas House vision.