#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title: | **MAINTENANCE SUPERVISOR (BUILDING)** |
| Responsible to: | Estate Officer (Building) |
| Department(s): | Estates Department |
| Directorate: | Corporate Support Services |
| Operating Division: | NHS Ayrshire & Arran |
| Job Reference: |  |
| No of Job Holders: | **1** |
| Last Update: | Dec 2014 |
| 2. JOB PURPOSE | |
| To maximise the efficiency & quality of the Building, Engineering & Environmental Services of NHS Ayrshire & Arran, through the appropriate scheduling of works, making the most efficient use of resources available – labour, materials, time. | |
| **3. DIMENSIONS** | |
| The Jobholder is employed by the Estates Department to supervise the maintenance work carriedout across NHS Ayrshire & Arran, which includes Ayr Hospital, Ayrshire Central Hospital, Biggart Hospital, Crosshouse Hospital, Heathfield Clinic and all community health centres/clinics and the jobholder will required to work on any of these sites.The Jobholder is based within the Estates Department at Crosshouse Hospital and is directly responsible to the Estate Officer (Building) for Operational Maintenance on the relevant site. | |
| ***Staffing Responsibilities****:* The number of staff varies according to each site, but the Jobholder is responsible for the following Technicians and Craftsmen:-Joiners, Painters, Maintenance Assistants, Plumbers, Gas Technicians, Roofer, Builder/Plasterer and external contractors such as Floor Layers, Roofing, Locksmiths,Glaziers,The Jobholder is also responsible for Contractors on site, including electrical trades.*Budget Responsibilities:* Maintenance, Supplies and Contractors:- Crosshouse Hospital/community health centres/clinics: £25,000 monthlySpares and minor capital work within Budgetary restrictions | |

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| 4. ORGANISATIONAL POSITION |
| Sector Estate Manager Estate Officer (Building) Maintenance Staff  **SUPERVISORS**  Contractors Head of Estates Assistant Director – Estates & Capital Planning |
| 5. ROLE OF DEPARTMENT |
| To facilitate the delivery of uninterrupted quality healthcare by providing 24/7 safe and effective upkeep and development NHS Ayrshire & Arran’s land, properties and assets  To deliver, maintain and develop a high quality, cost effective, responsive and efficient service to all staff, patients and departments within an agreed budget, in line with the policies, procedures and requirements of NHS Ayrshire & Arran.  To provide professional and managerial support for the Corporate Support Services in matters relating to engineering and building development  To contribute to the strategic direction of NHS Ayrshire & Arran. |
| 6. KEY RESULT AREAS |
| * Issue job cards & control job card distribution & returns – authorise for all changes. Co-ordinate the work of different trades to ensure that the work is carried out effectively by the staff * Carry out the use of precision instruments working to tight tolerances. * To be certified as an authorised person in **one or all of the following**: this requires the post holder to be trained, certified & reassessed at regular intervals (usually every 3 years) * Training courses are normally B.E.T.C. accredited. * WT Water bylaws * Control of Legionalla * Electricity at work regulations * C.O.S.H. H regulations * ISO 14001 Greencode * Waste Management Industry training & Advisory Board operations in special waste. * The function of the Estates Department is to maintain the environment of the hospital to quality standards associated with clinical hygiene and the maintenance of high standards; enable the delivery of services in line with salient procedures. * Have adequate knowledge & training in First Aid & CPR (this must be refreshed annually) to administer first aid if required. * Compilation of staff duty sheets and input to SSTS (Scottish Standard Time System) to ensure timeous payment of all staff under your control. * Co-ordination of annual leave & sickness, assist in minor works planning & preparation of materials lists. * Consult with Architects and ensure developments of minor capital works, arrange forward planning of work & ensure materials are available. * Prepare spares requisition lists; monitor the progress of spare parts to minimise delays. * Assist the Estate Officer in Project Management duties associated with Capital Progress. * Where delays are caused by lack of spare parts or resources, notify the Ward or Department affected to prevent complaints. * Maintain records as required by Estates ISO procedures - this may be plant records, staff timesheets, job cards, test results, etc. There is a legal obligation to keep these records for reasons of Health & Safety, Pensions and Audit purposes. * Within agreed policies, ensure maintenance is carried out and records are updated on all systems, to ensure the safety of staff, patients & visitors. There is also a legal obligation as these records are audited annually. * Assist and advise within technical expertise, other staff members and departments to ensure correct procedures are followed, ensuring H.S.E. & C.O.S.H.H. regulations are adhered to. * Ensure staff operate within estate ISO quality procedures to ensure provision of a safe working environment with high quality workmanship. * Encourage and motivate staff, identify training needs within the workforce and ensure satisfactory time keeping to maximise the performance/potential. * Maintain site annual leave records to ensure adequate cover , i.e. number of trades & personnel * Organise overtime to ensure proper skill levels are maintained. * First line of contact for disciplinary and grievance procedures to ensure correct, consistent & equitable application of procedures is met within designated tolerances. * Issue “Permit to Work” system (national requirement) for medical gas pipelines, hot-work, confined spaces (ducts, loft spaces, tanks), consigned notes for special waste. * Keep records of work done on plant & equipment to safeguard staff, patients & visitors. |
| 7a. EQUIPMENT AND MACHINERY |
| Communication equipment., e.g. pagers, mobile phones, two-way radiosComputer to communicate with all Departments by way of e-mail, e.g. for spares etc, accessthe following systems within the computer: Apollo system to process and generate dockets for tradesmen, SSTS system, PECOS purchasing.Fax machine – to relay off site information in most efficient manner.  * Building Management System computer |

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| **7b. SYSTEMS** |
| Check plan log records are maintained.Completion of timesheets and transfer information into SSTS.Maintain Planned Preventative Maintenance records.Maintain staff records, annual leave, sick leave, paternity leave. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The Estates Department workload is generated from requests via the Helpdesk, Planned Preventative Maintenance System, minor works alterations, Sector Estate Manager, Estate Officer & legislation guidance.   * The jobholder works autonomously in prioritising & allocation of workload across all trades. * Review of work is undertaken via combination of regular & informal meetings, along with written reports. * Reporting on progress of work is made to the designated Estate Officer/Sector Estate Manager. * Should a complex problem arise advice is available from Estate Officer/Sector Estate Manager level or manufacturer as appropriate. |
| **9. DECISIONS AND JUDGEMENTS** |
| * Assess all events i.e.: breakdowns * Prioritise work and jobs as they occur on a daily basis. * Take charge of Estates Department when Estate Officer/Sector Estate Manager is attending meetings or training courses outwith Hospital. (approximately 3 times monthly or when on annual leave: 6 weeks per year) thus making decisions normally made at Senior Estate Level. * Consult with other Departments to ensure that any problem they have evaluated has recommendations put forward to expedite a satisfactory resolution to the problem. * When participating in Estate Officers on-call rota - in an emergency situation, collect and evaluate information regarding the emergency to facilitate a safe and speedy resolution to the problem. * Organise and plan whole programmes of work including the interrogation of services. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * The Maintenance Supervisor is challenged to diagnose and repair faults in a wide variety of complex plant and equipment, deal with new situations as they arise. * The Jobholder will also be required to understand the complete working plant and equipment in the hospital. * Manage the very increasing burden and responsibility of statutory requirements to keep up to date with new plant and techniques, procedures such as COSHH, Health & Safety at Work. * Be able to prioritise the requests and demands from various sources, emergency calls, helpdesk calls and Estate Officers – balance this workload with the available resources. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communication is necessary with other trade groups within the Department and other Departments within the group. * Ward or Department Managers to maintain good working relationships and ensure that schedules are kept. * Suppliers of materials or spare parts require strong communication links to supply correct parts while staying within budget. * Specialist Contractors to carryout work with trades held within the Hospital. i.e: Roofing and Asbestos removal * Good communication with local authorities is required in order to work within guidelines. * Good working relationships are also necessary when dealing with various company representatives as this is helpful in the timeous delivery of the correct item at the best possible cost. * Good communication and interpersonal skills are also required when dealing with disgruntled members of staff regarding accessibility or work requirements or when dealing with complaints from visitors and patients, thus allowing work to be carried on out-with normal working hours or to explain circumstance out-with our control. * Provide and receive routine information with colleagues * Explain technical issues to core trades. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS:**   * Telephone & Interpersonal skills * Driving between sites * Walking and climbing within site i.e.: access to plant rooms, roofs, ducts, exposure to unpleasant working conditions.   **MENTAL EFFORT/SKILLS:**   * Concentrating on work on hand for 1 to 2 hours at a time with constant interruptions. i.e: phones, pagers, staff, contractors, representatives. * Wage Sheets – to be completed correctly and timeously. * Daily timesheets – 2 hours * Holiday and sickness records – 1 hour * Stores materials – 2 hours * Work requests & job evaluation – 2 hours   **EMOTIONAL EFFORT/SKILLS:**   * Dealing with irate impatient customers. * Dealing with maintaining standards to meet current regulations i.e.: ISO, Legionella, Local Water Bylaws, Control of Emissions to Atmosphere (SEPA)   **ENVIRONMENTAL DEMANDS**:   * Working in confined spaces * Working in unpleasant weather conditions |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Recognised apprenticeship in appropriate trade. * City & Guilds certificate in Building/Painting. * ONC/HNC in a building related discipline * The range of work requires knowledge of theory. * Driving licence * Water & Bywater and control of Legionella * Leadership skills * Personnel Development Skills * Scaffold & Ladder safety * Portable Electrical Appliance Testing (PAT) * Fire Safety/Training/Regulations * Medical Gases * Health & Safety * First Aid * Manual Handling * Resuscitation * Microsoft – Excel and Windows packages * Astra Training Services Awareness Seminar work regulations * Personal Development Plan |