#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: ***Estates Maintenance Technician***  Responsible to: Estates Officers Direct Labour  Reports To: Maintenance Supervisor    Department(s): Estates Department  Directorate: Estates, Facilities and Capital Services  Operating Division: Corporate  Job Reference: Band 3  No of Job Holders: 4  Last Update: December 2019 |

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| 2. JOB PURPOSE |
| The post holder is part of a team of Multi-Skilled Maintenance team who carry out installation, repairs and maintenance to a high standard, to ensure the integrity of a wide variety of Plant, Equipment and Building Services throughout the jurisdiction of the Victoria Hospital Estates. Performs work of a routine non-complex nature, responsible for minor repairs and routine planned maintenance activities as directed by supervisors. |
| **3. DIMENSIONS** |
| The post holder will work in all areas of the Victoria Hospital, Dundee University (Fife Campus). Fife Area Lab and outlying buildings. The range of plant and equipment to be repaired and maintained includes:  Steam generators, large industrial laundry equipment, Fire alarms, air conditioning, heating and ventilation systems, emergency generators, sterilizers, decontamination equipment, electrical services, nurse call systems, fixed and portable equipment, security and cctv systems, various types of catering equipment.  The post holder carries out basic maintenance duties and assists the electrical, mechanical, plumbing and joinery craftsmen in their duties.  Will drive division vehicles to uplift stores, hospital equipment and goods from various locations in and around NHS Fife.  The post holder will work on a 1 in 4 shift rota system including weekend work. |
| 4. ORGANISATIONAL POSITION |

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| Estates Officer  Maintenance  Services  Supervisor  Maintenance  Supervisor  Supervisor  Fitters  5 off  Electricians  6 off  Plumbers  2off  Joiners  2 off  Maintenance  Technicians  4 off |

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| 5. ROLE OF DEPARTMENT Painter  Stores  Officer  Supervisor |
| The department provides an integrated building, engineering and medical physics, operation and maintenance service within the Acute Division, ensuring that conditions are met to enable the Division to carry out healthcare in a safe and comfortable environment for patients, staff and visitors.  The services include:   * Operation and maintenance of plant and equipment for heating, lighting, power, ventilation and medical / non-medical equipment. * Advising on all aspects of Estates Management on building, engineering, gas and medical physics maintenance. * Designing, specifying, tendering, installing and supervising work maintenance contracts. * Provide through an on call system, a 24 hour 365-day per year service for the Victoria Hospital Estates. * Advise on all matters relating to the Estate in respect of statutory responsibility, good practice and   Health & safety.   * Minor and Major Capital works - inception through design tendering, construction to   Completion.   * Liaising with outside agencies for Building/Planning warrants, energy, health & safety etc.   Energy conservation and Environmental Management. |
| 6. KEY RESULT AREAS |
| \* To work in accordance with the requirements of HTM06-02, The Electrical Safety Code for Low Voltage Systems.  \* Carry out routine maintenance, minor repairs and safety checks on plant and equipment including lamp replacement as a trained person, water tank cleaning, legionella flushing, painting basic joinery work. at the request of Engineering Supervisor  \* Carry out planned preventative maintenance and repairs to all items of plant ensuring minimum disruption of patient services  \* Keeping maintenance records up to date  \* ***To carry out all types of maintenance tasks, minor installations, testing and commissioning of these installations when complete and assist craftsperson*** carrying out maintenance and repair of plant and equipment ***when required.***  \* Actively participate in the operation of the NHS labour control scheme by working within the scheme including completion of all paperwork required of the scheme. (including compilation of all job dockets and timesheets)  \* To liaise with Engineering supervisor regarding plant or equipment failures  \* ***Routinely*** deliver/collect hoists, equipment and beds to community patients and other NHS properties  \* ***To be able to work an alternating shift rota with weekend overtime/unsocial hours where required.***  \* Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works   * To collect and transport waste materials and equipment and dispose off as per trust waste policy. * Control distribution of Stores and deliveries * ***Responsible for stock levels and ordering spares.***   \* Participate in in-service training and any other training supplied by the trust  \* Implement the trusts Health and Safety policies   * As a member of a small multi disciplinary team, ***regularly*** carry out ***semi-skilled*** unsupervised mechanical, plumbing, joinery, painting ***&*** labouring ***tasks.***   \* To drive NHS Fife transport as and when required and complete vehicle log book  \* Participate in “in house” and external training courses as required and pass on acquired knowledge, support and technical advice to others in the common craft structure to facilitate the requirements of a multi skilled work force   * ***Work when required in hazardous areas and at height from ladders/scaffold taking all necessary safety measures to prevent damage, avoid injury and prevent damage to equipment.*** * ***Provide cover for duties carried out by facilities operator due to annual leave/sickness including emptying bin, cleaning paths and road edges, clearing up of ;leaves(autumn) and gritting paths (winter).*** * ***To act as a safety man to other trades and contractors as required in safety permit situation.*** * ***Clean lubricate and maintain laundry equipment, plant and building*** * ***Pat testing*** * ***TMV maintenance*** |
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| 7a. EQUIPMENT AND MACHINERY |
| Equipment: -  Basic Hand Tools: - screwdrivers, pliers, hacksaw etc.  Validated and calibrated testing equipment i.e. temperature, pressure and flow rates  PC access to drawings asbestos register  Tower Scaffolding, Step Ladders, Ladders  Machinery: -  Bench machines: - Pillar drill, Grinder   * Hand Machines: - Drills, Jigsaw, Sack barrow, Pallet truck and Lifting hoist Estates Vehicles   Personal protective equipment:  Hard hat, goggles, gloves, ear defenders, disposable coveralls, safety harness and lanyards (for working at heights) etc.  Telephones, pagers. |
| **7b. SYSTEMS** |
| The post holder will maintain the following systems:  \* lighting systems Laundry, Catering Equipment  \* Fire Alarm Systems  \* Ventilation, Hot and Cold Water, drainage  \* Boiler Systems.  \* Patient Hoists, beds, wheelchairs etc  \* Water treatment testing & systems  Completion of log books with relation to planned preventative maintenance work.  Permit to work systems. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| ***The maintenance supervisor and/or estates officer assign work. This is issued in the form of a job instruction via PDA(IPAD) and/or verbal instructions. More urgent instructions may be directed by telephone contact. Post holder would decide how to achieve best solution and prioritise own work.***  Members of staff may make direct requests to the post holder when working in their area. Autonomy is given to the post holder to carry out the request and inform the supervisor at the earliest opportunity, when a job instruction will be issued for work via PDA(IPAD)  Completed work may be periodically checked for efficiency and quality, and performance measured through the labour management scheme.  Work may be generated from the continual analysis of the service provided and on-going attempts to improve standards or technology.  Work requirements or information may be disseminated to the post holder through organised staff meetings or informal site meetings at the point of work. |

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| **9. DECISIONS AND JUDGEMENTS** |
| ***The post holder is expected to be able to make decisions daily without the instruction from***  ***either the maintenance supervisor or estates officer for all daily routine tasks and only contact senior***  ***staff when appropriate.***  The post holder is expected to operate unsupervised using own initiative to establish the performance  Of a system and to compare, analyse and interpret the results to determine the appropriate remedial action.  Although instruction and advice are available from management the post holder is expected to plan,  organise and prioritise proactive solutions to suit the needs of the service, applying skills, experience  and judgement to minimise any risk to patients, staff, visitors and self which could occur due to a  failure of systems  When dealing with essential repairs out-with normal working hours (overtime), the post  holder will use his own judgement and make decisions to resolve problems and facilitate an  efficient outcome |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| ***\* Ensuring high standards of work are achieved at all times, often having to adapt fixtures and fittings in older buildings to allow repair to be achieved as much of the equipment is old and spare parts are no longer available and to have the skills and abilities and to be resourceful in achieving best results for the department/service.***  \* Being flexible, self-motivated and adaptable.  \* To be adaptable to change within the Division.   * Energetic, dynamic and positive approach to challenging situations.   \* Ensuring standards of service are maintained and improved.  \* Carrying out work within time constraints.   * ***Regular interruptions to daily tasks to attend emergencies on site and off site*** * ***Reprioritising throughout working day due to such emergencies.*** * ***Regularly contacted through telephone to attend higher priority tasks.*** * To be adaptable to change in the division. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| • Communication with staff and patients ***daily*** when carrying out maintenance in the wards and community. ***Routinely communicate with patients in use of equipment and when fault finding.***  • Expected to communicate with a wide variety of staff either through direct contact or by use of a telephone, when arranging work in areas etc.  • To have the ability to work unsupervised or as part of a team while fostering positive co-operative relationships with other estates groups and departments.  • Being flexible, self motivated and adaptable to change in the division.  • Being energetic, dynamic and having a positive approach to challenging situations.  • Ability to understand and communicate information.  • To assist and communicate with contractors. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical effort :  Periods of intense physical effort, i.e. manual handling at height, removing/replacing heavy access panels, working with heavy equipment on a daily basis, i.e. dishwashers, sluices, televisions etc.  Being available for on-call duties often during un-social hours.  Standing on ladders and scaffolding for long periods, working above head height, working with heavy equipment.  Physical effort is required during the inspection of requested work from wards and departments/clinics when required within restricted or confined areas and within plant rooms.  Manual handling and physical skills are required to move very heavy equipment for short periods, along with the skill of organising and prioritising the workload.  Mental effort :  Working on ones own, working within time constraints etc.  The post holder must be capable of working to deadlines in a demand driven service using own initiative.  To be available to work unsupervised overtime at short notice to alleviate emergency problems.  The skill of organising and prioritising workload etc.  Mental effort is regularly required and takes the form of frequent interruptions to working day by telephone and verbal requests.  Mental concentration is required for the work, which includes safe working practise on pressure systems, medical gas points, and hot work.  Diplomacy is required when dealing with difficult situations or un-cooperative staff.  Emotional effort :  Frequently working in wards adopting a caring approach with terminally ill, elderly and psycho-geriatric patients and their relatives, diplomacy when dealing with difficult situations and uncooperative staff.  Emotional demands are evident when dealing with emotional issues from patients (hospital and community), their relatives, staff and colleagues. Often the first line contact for others.  Ensuring personal safety and safe working practice when working in areas housing extremely violent, unpredictable and volatile patients.  Dealing with family circumstances associated with staff and security issues in unfamiliar surroundings, having one to one contact with community patients/staff .  Environmental :  Daily working in adverse weather conditions, working on sluice masters, waste disposal systems, dishwashers etc.  Environmental conditions are regularly severe with work required to be done in cold winter weather conditions on roofs, hospital grounds and buildings.  Daily working in highly unpleasant conditions, i.e., gas fumes, sewage, other waste, chemicals, dust, high humidity, ***basements, tunnels & plantrooms*** etc.  Hazardous :  Regularly working on electrical systems, confined spaces i.e. plant rooms, roof spaces, underground ducts, voids, confined spaces, above pipe work and ducting etc. where areas are dusty, oily, very high humidity, noisy etc. Working at height on ladders/scaffold, roof tops etc.  Lone worker activities can be physically demanding and unsafe.  The post holder must be able to work at height using ladders or scaffold, or even in confined spaces, all within the control of the appropriate permit system. |
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder would be expected to have the following:   * ***Minimum significant experience/knowledge in similar post.*** * ***Additional proven semi-skilled experience and knowledge of working with a range of tools, e.g. Plumbing, Joinery and Electrical.*** * ***Ability to carry out specialised tasks for which training will be provided:*** * ***In house training – First aid, ladder safety, scaffolding etc.*** * ***External Training – Boiler operation and safety,.*** * ***Full Driving Licence and the ability to drive various types of vehicle with and without the addition of trailers.*** * ***Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23*** * ***Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice.*** |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |