



Job title:	Maintenance Operative	Reporting to:	Estates & Facilities Lead
Department/Group:	Estates	Job code/Req no.:	
Location:	HOSF	Travel required:	Yes – Hospice and retail sites
Band	5	Position type:	Full Time

Main Duties & Responsibilities

The function of the Maintenance Operative is to support the safe, compliant and effective maintenance of the Hospice estate, including grounds and retail properties, by undertaking a wide range of reactive and planned maintenance tasks.

The postholder will ensure that facilities remain safe, functional and well-presented, working under the direction of the Estates & Facilities Lead to deliver maintenance activities, support statutory compliance, and assist with the coordination of contractors and improvement works across all sites.

1. Daily walk-through main site & grounds to identify problems/issues including checks of lighting, wells, sewage system, CCTV/security & BMS login
2. Report & take action on any breakdown or defects in premises, copiers, plant, equipment & grounds taking action promptly, notifying senior managers & prioritising safety
3. Undertake a wide range of general maintenance and minor works, including basic plumbing, carpentry, decorating and repairs, ensuring work is completed safely and to an appropriate standard.
4. Organize moving & storage of items delivered to the main hospice site
5. Oversee contractors on site as agreed with the Estates & Facilities Lead
6. Ensure weekly check of generator fuel, roadworthiness of all hospice vehicles, fire alarm test, flushing & logging results on a web portal & agreeing a remedial plan with Affinity water if necessary
7. Management of copiers and any issues with them to include lease renewal
8. Support the Estates & Facilities Lead with weekly maintenance support & response to emergency facilities requests for all retail premises, liaising with shop staff as necessary & ordering & collecting supplies
9. Manage and prioritise jobs as required using the PPM
10. Use the Estates PPM system to log, update and close jobs, ensuring accurate and timely record keeping of all maintenance activities
11. Participating in the departmental meetings reporting on: Quantity of outstanding works &/or repairs with subcontractors, health and safety and any regulatory compliance risks
12. Support the coordination of servicing and maintenance of clinical equipment as required, recognising that responsibility for clinical assets and compliance remains with the relevant clinical teams.
13. Progress chasing outstanding work with the in-house team and contractors
14. Ensure all weekly checks and planned tasks are carried out
15. Ensure drinking water stations are replenished whenever necessary
16. Monthly check of emergency lighting
17. Check products against the COSHH register and dispose of any that are not required or should not be held. Carry out COSHH Risk Assessments as necessary
18. Check all Health and Safety Notices are current and update/replace/remove those that aren't
19. Co-ordinate quarterly fire drills, support the Fire Marshalls meeting and ensure feedback at Link Up
20. Support the Estates & Facilities Lead in water management (including septic tank and well water filtration) in compliance with statutory processes & procedures to ensure HSG274 compliance
21. Ensure all quarterly checks and planned tasks are carried out, including in-house PAT test scheduling

22. Support the Estates & Facilities Lead to ensure compliance with biannual services of all patient equipment subject to LOLER regulations, the biannual water quality test, the dismantling and clean extractor fans, ventilation shaft and solar panel checks
23. Check Hospice vehicles ensuring records of services, inspections, road tax, MOT; and that the competencies and licences of minibus drivers comply with appropriate regulations
24. Assist with the preparation of the annual maintenance budget
25. Assisting with energy monitoring and reduction strategies
26. Provide direction and support to maintenance staff
27. Promote a proactive, solution-focused team culture
28. Ensure safe working practices are followed at all times

Qualifications, Skills, Experience, Knowledge & Approach

- A good standard of general education.
- Proven experience in estates, facilities or maintenance environment
- Strong practical, hands-on maintenance skills
- Experience coordinating maintenance activity
- Experience working with contractors
- Ability to work independently and make sound decisions
- Knowledge of health and safety compliance requirements, including correct use of PPE, COSHH, Manual Handling, Legionella, Risk Assessments etc
- Ability to work with a diverse team of volunteers effectively i.e. with varying motivation, age, gender, and physical and mental capacities
- Maintaining a large and varied Estate to a high standard, including grounds, structures and buildings
- Proficiency in operating various tools and powered equipment
- Training others on maintenance techniques and safe use of equipment
- Monitor and address hazards such as severe weather conditions like heatwaves, snow, ice, and remove litter to ensure safety of visitors, volunteers and staff
- Proficiency in operating various garden tools and powered equipment

Communication

- Effectively engage with staff, volunteers & the public
- Maintain a visible and approachable presence across the organisation
- Problem solving skills, ability to address issues and make informed decisions
- Explain technical issues in a practical and accessible way
- Documenting work schedules and staff instructions.
- Ensure the Estates & Facilities Lead is appraised appropriately in all estates and H&S matters
- Identify when tasks are beyond own competence and escalate appropriately to the Estates & Facilities Lead or external contractors.

Decision Making

- Prioritise competing workloads and risks
- Make operational decisions relating to maintenance and safety
- Planning and prioritisation
- Problem solving under pressure
- Escalate significant risks appropriately

Mental & Physical Consideration

- Role requires manual handling
- Combination of practical and administrative work

- Occasional exposure to sensitive or emotional circumstances when meeting patient and families
- The post holder will be required to work in a high volume, fast paced environment. Frequent interruptions should be expected. Competing priorities are commonplace.
- The post holder will be required to visit other hospice building (shops) or event and will need to have the availability to travel there (car/ public transport)

Working Conditions & Environment

- Combination of site based, and outdoor work
- Multi-site working including retail locations
- All weather conditions
- Work independently or as part of a team, including lone working where required, and support out-of-hours or emergency response arrangements where necessary
- Work sensitively within a hospice environment, demonstrating respect and professionalism when working in clinical and patient-facing areas.

Health & Safety

- Comply with all Health and Safety, Fire and Infection Control regulations
- Complete all mandatory training and ensure compliance and safe working practices for all staff, direct reports, volunteers and contractors
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
- Available to respond to out of normal hours emergency situations on a rota basis
- Work in accordance with all Health & Safety procedures, always using appropriate PPE and safe working practices, and report any accidents, incidents or hazards promptly.

Safeguarding

Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.

Last updated by:	Director of Finance	Date/Time:	June 2026
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