

Job Description

<p>Job Title: Estates Officer Job Band: C</p>	<p>Department: Estates</p>
<p>Reports To: Senior Estates Officer</p>	<p>Hours: 35</p>
<p>Main Purpose of the Job: To assist the Estates Department with the management of services, facilities and buildings for all Willen Hospice locations, specifically in relation to routine maintenance and projects to improve services within the hospice and shops.</p>	
<p>Key Accountabilities:</p> <ol style="list-style-type: none"> 1. Undertake a variety of remedial maintenance works across the hospice estate. 2. Responsibility for maintaining a record of all maintenance tasks, reviewing with the Senior Estates Officer to enable regular audit & checks on work in progress to take place. 3. Responsibility for the scheduling and completion of maintenance tasks identified for Hospice property, shops and warehouse. 4. Assist the Facilities Manager with specific projects to improve services within the hospice and shops. 5. Assist with the efficient operation of the Estates Department taking an innovative role with regard to the development of systems and procedures. 6. Carry out systematic weekly checks on Willen Hospice sites: including lighting, PAT testing, legionella auditing, asbestos documentation auditing, plumbing and heating, locks, hospice fire alarm system and other Hospice equipment in line with hospice policy, evidencing as necessary. 7. Carry out portable appliance testing in the hospice and shops; replace lighting tubes and bulbs and reporting any defects. Carry out minor repairs such as small plumbing repairs, general remedial works, painting and decoration. 8. Assist with the transportation of patients in the hospice ambulance and other Hospice driving requirements. 9. Assist with gardening projects when necessary. 10. Assist with and support the preparation and set up of any onsite fundraising events. 11. Work flexibly as part of the Estates team, covering for the other Estates Officers during leave/absence and supervising any Estates team volunteers with regards to completion of allocated tasks in the Senior Estates Officer and Facilities Manager absence. 12. Ensure that Health and Safety policies, risk assessments and COSHH guidelines are adhered to, reporting any omissions or concerns. 13. Undertake 'call out' responsibilities. 	

Code of Conduct for all Employees

1. To operate at all times within the Willen values.
2. To act in a way that promotes the wellbeing of staff, volunteers, patients and families.
3. To work constructively with colleagues and stakeholders at all times.
4. To act as an ambassador for Willen at all times
5. To maintain confidentiality at all times.
6. To participate in annual Appraisal and attend any training identified.
7. To attend all mandatory training, e.g. fire training, moving etc.
8. To abide by the Policies and Procedures of Willen Hospice.

Employee to sign and return a copy of the Job Description to the People Services Department in acceptance and understanding of the role requirements.

Employee Name

Signature

Date of Issue

Employee Specification Matching Form

Job Title: Estates Officer	Department: Estates
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Consider the type of person required to perform in the role overleaf.

Please indicate those requirements that are essential and those that are preferred on the form below.

	Factor	Requirement
1	Communication & Relationship Skills	To be able to deputise for the Senior Estates Officer if required, communicating information and instructions to colleagues, build relationships with external suppliers, contractors and volunteers. Should be confident to communicate across all levels.
2	Knowledge, Training & Experience	A competent knowledge of general building, electrics, plumbing and carpentry skills. PPM programme, stock management, Health & Safety knowledge. Expected to maintain up to date knowledge of current legislation, hold full Driving Licence.
3	Analytical & Judgmental Skills	Problem solving of urgent breakdowns, some of which may be complex. Judgement required when handling potential hazards etc.
4	Planning & Organising Skills	Able to prioritise, plan ahead to meet workload requirements and be able to re-schedule as priorities change. May be required to deal with a range of issues simultaneously.
5	Physical Skills	Practical Building/electrical/plumbing technical skills. Car driver and able to drive mini bus.
6	Responsibility for patient or client care	Contact with patients when called to work in patients areas. Facilitates volunteer workers.
7	Responsibility for Policy/Service Development	Assist the Senior Estates Officer with the creation and auditing of policies, procedures and operational guidelines.
8	Responsibility for Financial & Physical Resources	Careful use of materials – mindful of budget constraints. Sourcing and procurement of hospice equipment and services. Effective purchasing/stock control.
9	Responsibility for Human Resources	May be required to coordinate Estates team and Volunteer support. Oversee external contractors ensuring adherence to H&S and Hospice procedures.
10	Responsibility for Information Resources	Normal level of organisation IT use, e-mail, intranet access for policies. Internet user for sourcing supplies. Maintains IT systems for PPM programme and department maintenance log.
11	Responsibility for Research & Development	Regular equipment testing e.g. PAT testing and review of associated legislation.
12	Freedom to Act	Demonstrate initiative and acts autonomously within agreed guidelines and policies. Required to make decisions in the absence of the Estates Manager.
13	Physical Effort	Constant throughout shift and each working day, Car and Van driving. Working in confined spaces and unclean areas.
14	Mental Effort	Flexible approach to work, which is high volume and can be unpredictable. Some tasks may require detailed concentration – e.g. electrics etc.
15	Emotional Effort	Demonstrates a can-do attitude. Contact with patients who may be in distressing circumstance.
16	Working Conditions	All environments of estate, some unpleasant, hot, enclosed or exposed.