

SEFM013v1 April 23

## Job Description

<b>Job Title</b>	Maintenance Craftsperson – Building (Joinery Bias)
<b>AFC Band</b>	5
<b>Accountable to</b>	Head of Estates and PFI
<b>Responsible to</b>	Building Supervisor
<b>Responsible for</b>	Supervision of Apprentices

### 1.0 Organisation Chart:



### 2.0 Job Summary

- 2.1 To provide an efficient and cost-effective maintenance and repair service to all properties owned or leased by the Trust.
- 2.2 Carry out installation and improvement work across all contracted sites, in accordance with organisational standards and national legislation.
- 2.3 To undertake skilled, semi-skilled tasks and those outside of core skills (within the competence of the post holder) to meet service needs as required.
- 2.4 To assist other trades and contractors, in accordance with service need.
- 2.5 To ensure that all tools, equipment and machinery used in the performance of duties are tested and maintained to meet current requirements at all times.
- 2.6 To ensure that work is undertaken at all times in accordance with Health and Safety requirements to ensure the environment remains safe for patients, staff, contractors and visitors to the Trust.
- 2.7 Participates in the Estates out of hours on-call service.
- 2.8 To show commitment to and participate in quality improvement activities.
- 2.9 To promote at all times a positive image of people with mental health conditions and/or learning disabilities.
- 2.10 To promote at all times a positive image of the Estates Department and the wider Trust.
- 2.11 Perform duties covering the maintenance and operation of equipment including statutory testing of safety devices and specialised plant.
- 2.12 Whilst on-call the post holder is required to demonstrate a high degree of cross trade flexibility beyond the boundaries of their core skills including electrical and building maintenance works supported with in-house training. These works could include electrical isolations and building work to make safe and works under extreme conditions such as gritting and snow clearing.

### **3.0 Main Duties, area of Responsibilities**

#### **3.1 Delivering high quality patient care**

- 3.1.1 May have incidental contact with patients e.g., when asked to give directions or when working in patient areas.

#### **3.2 Successfully communicating with others, establish and maintain great working relationships and gain co-operation.**

- 3.2.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 3.2.2 Understands and respects the inter-relationships between the different maintenance crafts.
- 3.2.3 Communicates and explains technical information to colleagues.
- 3.2.4 Works collaboratively with colleagues, other members of staff, contractors etc on a day-to-day basis, seeking mutual understanding of requirements and co-operation as required.
- 3.2.5 Attends monthly team briefings and weekly meetings with the Estates Supervisor and colleagues to discuss day to day issues arising.
- 3.2.6 Communicates compassionately with patients and carers at all times, during incidental contact. Patients may be verbally aggressive.
- 3.2.7 Communicates with members of the public in a professional and courteous manner at all times.

#### **3.3 Effectively analysing information, identify problems, develop solutions and make recommendations/decisions.**

- 3.3.1 Undertakes fault finding on a wide range of building services, plant and equipment.
- 3.3.2 Makes recommendations and informed decisions to solve problems and maintain continuity of building services in all Trust properties.
- 3.3.3 Interprets and analyses complex technical data, drawings and specifications appropriate to the trade.
- 3.3.4 Carries out risk assessments / method statements to ensure continuity of critical services.
- 3.3.5 Makes judgements when providing advice and guidance to apprentices.
- 3.3.6 Responds appropriately to repairs, faults and emergency callouts, the post holder will be required to assess the situation in the event of such requests or emergency situations and as a first measure, act to ensure safety of patients/public/staff then to either affect repairs or summon assistance as required.
- 3.3.7 Responds to emergency, routine and urgent reactive times within time parameters set.

#### **3.4 Effective processing and management of information and the use of information systems**

- 3.4.1 Completes service and inspection reports, and where necessary, safety notices and compliance certification etc.
- 3.4.2 Responsible for the production of detailed information relating to the safe use and status of equipment, as required by technical standards and legislation and for ensuring all relevant staff are informed of such information in a clear and timely manner.
- 3.4.3 Maintains records relating to the maintenance and testing of complex building services installations, as required by current NHS guidelines and legislation.
- 3.4.4 Actively participates in the Facilities Management Information System, providing technical feedback information necessary to operate the system.
- 3.4.5 Undertakes administrative tasks in relation to own work e.g., filing, photocopying, taking telephone messages etc.
- 3.4.6 Uses Microsoft Office applications.
- 3.4.7 Fully engage and embrace with new technologies.
- 3.4.8 Carry communication devices, two-way radios or mobile phones to enable post holder to be contactable.

- 3.4.9 Actively participate in the operation of the helpdesk function, including the timely completion of work orders via PDA (handheld computers) this includes job sheets with tradespersons report detailing time taken and materials used for costing purposes.

### **3.5 Efficient and effective planning and organising of activities**

- 3.5.1 Manages own allocated workload on a day-to-day basis.
- 3.5.2 Delegates tasks to maintenance assistants in accordance with established competence.
- 3.5.3 Contributes to the setting of team objectives as part of the business planning process.

### **3.6 Developing and implementing policies and or services**

- 3.6.1 Contributes to the development of policies and procedures in own area as part of the team.
- 3.6.2 Contributes to the development of Health & Safety risk assessments in own area as part of the team.

### **3.7 Managing finance and physical resources/assets e.g., equipment, fixtures and fittings, stationery etc**

- 3.7.1 Tests and monitors building services installations and equipment.
- 3.7.2 Investigates faults and undertakes repair and maintenance work as required on a wide range of plant and equipment.
- 3.7.3 Carries out building work both above and below ground, at heights and in confined spaces. Works outdoors and indoors in office and clinical environments. Moves heavy materials, equipment and manhole covers. Works on occasions with materials contaminated with process effluents and sewage. Ensures that work is undertaken at all times in accordance with Health and Safety requirements, maintaining a safe environment for self, colleagues, patients, staff, contractors and visitors to the Trust.
- 3.7.4 May be required to carry out building installation work in accordance with the latest regulations.
- 3.7.5 Undertakes Planned Preventative Maintenance work on all building services, plant and equipment across all properties owned or leased by the Trust.
- 3.7.6 Responsible for ensuring all equipment (e.g., power tools, workshop machinery) is used safely and effectively by self and others, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.
- 3.7.7 May be required to undertake semi-skilled work or to assist with tasks outside core skills but within established competence, to meet service need.
- 3.7.8 Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc, accurately and in a timely manner, providing receipts as required.
- 3.7.9 Overseeing ordering and maintaining stock.

### **3.8 Undertaking research, audits and governance, providing assurance to others**

- 3.8.1 Undertakes Trust surveys and audits as required by the role.
- 3.8.2 Keeps up to date with developments in technical knowledge relevant to the post.

### **3.9 Management of others, including planning and allocating work, training and development and management of the employment contract**

- 3.9.1 Provides day-to-day supervision of apprentices, delegating tasks, ensuring required standards are met and providing guidance as required.
- 3.9.2 Assists in the training and development of apprentices.
- 3.9.3 Participates in the induction of new starters.
- 3.9.4 Attend specific off-site training courses such as competent persons and other courses as required by the business.

### **3.10 Managing Self and Level of Autonomy**

- 3.10.1 Works unsupervised applying policies and procedures relevant to the role, using initiative within level of own competency.
- 3.10.2 Reports to the Building Supervisor who is contactable in person or by telephone to give advice and guidance on technical queries as required.
- 3.10.3 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 3.10.4 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 3.10.5 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 3.10.6 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 3.10.7 Fully participate in annual appraisal and appraisal reviews.
- 3.10.8 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.
- 3.10.9 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 3.10.10 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 3.10.11 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 3.10.12 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 3.10.13 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 3.10.14 Comply with the Behaviours that Challenge Policy as appropriate to the role.

### **4.0 Other Requirements**

#### **Safeguarding**

- All staff members have a duty to report any concerns they have about the safety or wellbeing of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse.
- They should undertake the safeguarding training relevant for their role.

#### **Flexibility**

- The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- The post holder may be required to work in different locations as required by service need.
- The post holder may be required to work flexible hours and occasionally required to work overtime with minimal notice as required by service need.
- There may be a requirement to change the job description in light of developing service needs.

#### **Physical Skills required for the role.**

- Participate in the Estates on-call rota.
- Flexible working will be required from time to time and the post holder may, on occasions, be asked to return to work to deal with emergency situations that may arise outside of normal working hours.
- Moderate lifting, pushing or pulling objects.
- Moderate manual work.

- Light bending, kneeling, crawling, working in cramped conditions.
- Working at heights.
- Standard driving.
- Use of equipment e.g., maintenance etc.
- Manipulation of fine tools, materials.
- Use of tools, machinery requiring accuracy and/or speed.
- Standard keyboard skills.

#### **Exposure to Emotional Circumstances/information**

- Rarely exposed to distressing information.
- Rarely imparting unwelcome news to staff.

#### **Predictability of the role and level of concentration/mental effort required.**

- Occasional report writing.
- Frequent attendance at meetings.
- Frequent checking of detailed documents.
- Frequent operating machinery.
- Occasional driving.

#### **Working conditions**

- Ability to work in unpleasant environments.
- Occasional driving.
- Occasional working outdoors.

## **5.0 Person Specification**

Essential	Measured by
<p><b>The following identified Qualification Experience and knowledge are all essential criteria that all candidates/post holders will have in order to be shortlisted for the role.</b></p> <p><b>Qualifications and/or</b></p> <ul style="list-style-type: none"> <li>• Successful completion of a recognised Joinery apprenticeship</li> <li>• NVQ Level 3 ( Joinery bias ) or equivalent and relevant qualification</li> <li>• Numeracy and Literacy to level 2</li> </ul>	<p>Application Form and Interview</p> <p>Application Form and interview</p> <p>Application Form and Interview</p>

The following sets of Knowledge, Skills, Experience, Personal Attributes are all essential requirements of the role, as identified some will be measured as part of the interview process and other must be acquired by the post holder within the first 6 – 12 months of being in post.		Method of Assessment and timescales	Desirable
<b>Knowledge/ Skills/experience</b>	<ul style="list-style-type: none"> <li>• Working knowledge of building systems within large complex properties.</li> <li>• Comprehensive knowledge of building plant and equipment including boilers and diesel engines.</li> <li>• Working knowledge of Health and Safety legislation.</li> <li>• Working knowledge of British Industry Standards and ACOPs relevant to the trade.</li> <li>• Understanding of associated trades and relationships.</li> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> <li>• This post is subject to a satisfactory Disclosure and Barring Service check.</li> <li>• Will participate in the on-call rota as required.</li> <li>• Able to manage time and prioritise effectively.</li> <li>• Able to demonstrate thoroughness and attention to detail.</li> <li>• Able to work in confined spaces.</li> </ul>	At Interview All within 6 – 12 months of being in post	<ul style="list-style-type: none"> <li>• Experience working in an NHS environment.</li> <li>• Multi-skilled building experience.</li> <li>• Significant post-apprenticeship experience in a building Discipline.</li> <li>• Knowledge of building management systems.</li> <li>• Working knowledge of Gas Safe legislation.</li> <li>• Working knowledge of Water Regulation Advisory Scheme</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviour's.</li> <li>• Able to use own initiative and work effectively as part of a team.</li> <li>• Willingness to undertake semi-skilled and non- building tasks as required.</li> </ul>	Interview by Values based Questions  Within 6 – 12 months of being in post	

	<ul style="list-style-type: none"> <li>• Willing to undertake further multi-skilled training.</li> <li>• Able to work effectively under pressure.</li> <li>• Committed to continual quality and service improvement.</li> <li>• Committed to promoting a positive image of people with mental health conditions and learning disabilities.</li> <li>• Committed to promoting a positive image of the Estates Department.</li> <li>• Self-aware and committed to continual personal development.</li> </ul>		
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> <li>• This post is subject to a satisfactory Disclosure and Barring Service check.</li> <li>• Full standard driving license.</li> </ul>		

## JOB DESCRIPTION AGREEMENT

### Post Holder

Sign..... Date.....

Print Name.....

### Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....





### Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change, we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey to Change.

#### Key messages:

- Our journey to Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey to Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey to Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

#### Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive, and we work in partnership.
  - compassion – we are kind, we are supportive, and we recognise and celebrate.



achievement

- Responsibility – we are honest, we are always learning, and we are ambitious.
- Our values are at the heart of everything we do.

### Further information

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet <https://intranet.tewv.nhs.uk/our-journey-to-change>