

Maintenance Engineer - Shops

MAIN PURPOSE AND SCOPE OF THE JOB:

The maintenance engineer is responsible for the reactive and planned maintenance of the buildings and estate of Pilgrims Hospices Retail. To build relationships and utilise, where appropriate, contractors. Working with the Retail Team to ensure compliance to regulatory standards. Supporting the safe and smooth running of the shops. **The Retail Maintenance Engineer will use their best judgement to rectify problems as soon as practical and will do so without direction from their Line Manager.**

POSITION IN ORGANISATION

Reports to: Retail & Business Development Manager

Responsible for: None

DUTIES AND KEY RESPONSIBILITIES

Site Maintenance

- Regular inspection of sites and maintenance and repairs as required
- Repairs as detailed under current maintenance system
- Maintenance and repair of shop equipment, where appropriate.
- Redecoration/improvements to the building/estate as appropriate
- Monitoring of the heating/water systems
- Liaison and building relationships with contractors.
- Maintain accurate records in relation to maintenance carried out either on an ad hoc basis or for planned preventative maintenance

Contract Management

The Retail Maintenance Engineer will be responsible to overseeing and managing the maintenance contracts with:

- GGS (Kent) Ltd
- Westrum Gas
- Hades Fire Protection Ltd
- Kent Lift Services Ltd
- Thanet Fire Protection
- PH Electrical Services (NEIC Certification)
- Swale Shutters

General Duties

- Decoration of internal & external surfaces in Pilgrims Hospices Shops
- General day – to – day maintenance of Pilgrims Hospices Shops
- Projects which are agreed with the Retail & Business Development Manager
- Planned preventative maintenance
- To display a friendly, flexible, helpful and courteous attitude to colleagues, Volunteers and the general public.

- To deal with small, general items of repair and maintenance in the interior and exterior of the building: e.g. putting up shelves, changing light bulbs, moving furniture, cleaning lamp shades, cleaning windows.
- Carrying out routine checks, repairs and maintenance of household equipment, and the exterior of the building
- To assist in the erection and dismantling of items, fittings and equipment
- To support work across the Pilgrims estate.(to include Hospices and Fundraising)
- To ensure that supplies, equipment etc, are moved or relocated in a safe and effective manner
- To ensure use of communication systems (e.g. mobile phones) particularly for emergency calls.
- To complete forms e.g. time sheets, works request forms indicating materials used/required, times, work undertaken etc.
- Because of the nature of the works carried out, it may be necessary for some project work to be carried out during weekends and public holidays. Time off in lieu will be agreed under such circumstances
- Ensure that the company vehicle is maintained in a clean and tidy condition at all times, and that all tools and materials are secured at all times when the van is not in use.
- Develop strong and practical relationships with Shop Managers, Area Managers, Warehouse Manager and staff and volunteers to ensure the smooth running of the Pilgrims retail Operation
- Contribute towards Senior Management decision making with particular reference to the development of existing stores, or the introduction of new ones

On-Call

- It is expected that the Maintenance Engineer will attend shop properties in emergency situations if required to do so out of hours, or at weekends. The Retail Maintenance Engineer will assess each call out and determine whether it requires immediate attention or whether it can wait to be rectified during normal working hours.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. To perform all duties in a safe and proper manner and complying with the Hospice Health and Safety policies, and Risk Assessments to ensure safe and proper working environment for self, all Hospice employees and Volunteers, outside contractors and members of the public. This includes the use/wearing of personal protective equipment.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will

be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date: December 2021

PILGRIMS HOSPICES – PERSON SPECIFICATION

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This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in a facilities maintenance role or extensive DIY experience 	✓	✓	✓
	<ul style="list-style-type: none"> Experience of working for a healthcare or charitable organisation 	✓	✓	
SKILLS/ ABILITIES	<ul style="list-style-type: none"> Able to work effectively with minimum supervision 	✓	✓	✓
	<ul style="list-style-type: none"> Practical trade skills 	✓	✓	✓
	<ul style="list-style-type: none"> Ability to multi-task and prioritise a workload based on changing service needs 	✓	✓	✓
	<ul style="list-style-type: none"> Working supportively in a team environment 	✓	✓	✓
	<ul style="list-style-type: none"> Time management and organisational skills 	✓	✓	✓
KNOWLEDGE	<ul style="list-style-type: none"> IT Literate, Numerate 	✓	✓	✓
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> Clean driving licence, able to drive cars and vans 	✓		✓