

JOB DESCRIPTION

**Job Title:**  Maintenance Person

**Reports To:**  Director of Finance and Estates

**Location:** Thornage Hall, Thornage, Holt, Norfolk.

**Salary:** BandH, point 1 - £18,090 - £19,210 p.a. depending on qualifications and experience

# THORNAGE HALL INDEPENDENT LIVING

Thornage Hall Independent Living aims to provide a meaningful residential and working environment for its adult members, some of whom have special needs. In addition to a range of work opportunities, social, artistic and therapeutic activities are an integral part of life, where everyone participates to the best of their abilities. The community is situated on the edge of Thornage village in 70 acres of grounds set in the attractive North Norfolk Countryside.

# ROLE PURPOSE AND SCOPE

The Maintenance Person will be required to develop a thorough knowledge of all the Thornage Hall Independent Living estate, grounds and equipment in order to carry out all aspects of the job effectively.

Everyone who works within Thornage Hall Independent Living needs to have a good understanding of working with vulnerable people. The Maintenance Person will need to be DBS checked and training will be given regarding any current regulatory requirements.

# ROLE DIMENSIONS

**Specific responsibilities:**

* Carry out first line repairs and maintenance of the buildings and grounds
* Adhere to the guidance and regulations pertaining to Health & Safety
* Carry out out routine procedures and inspections upon ancillary equipment
* Be familiar with the workings of the heating and hot water systems and arrange repairs through the Director of Finance and Estates where necessary
* Bring to the attention of senior management team any repairs or maintenance required which is beyond the remit of the post holder
* Drive the organisation’s vehicles as required, taking tenants to appointments when required
* Carry out regular checks on vehicles, oil, water, tyre pressures etc
* Being responsible for the general garden areas ensuring that these are kept in a well maintained, tidy and safe condition
* Weekly checking and testing of the Thornage site and houses fire alarms
* Maintaining an ongoing programme of interior redecoration
* Carrying out heavy duty cleaning as required on exterior of buildings
* Overseeing the safe hygienic disposal of waste

**Organisational activities:**

* To have a sense of ownership and involvement through a positive contribution to the community at Thornage Hall Independent Living
* To attend meetings and training both internally and externally as requested.
* To empower service users to be involved in shaping the services and community at Thornage
* Supporting tenants with daily living
* To work constructively with staff across the community to ensure a seamless service for tenants and service users across the organisation.

**General:**

* To undertake all other duties as may be required that are commensurate with your role

**BEHAVIOURS:**

The CQC has a Code of Conduct which we expect all staff to follow.

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| --- | --- | --- | --- | --- |
| **SAFE** | **EFFECTIVE** | **CARING** | **RESPONSIVE** | **WELL LED** |

1. Be accountable by making sure you can answer for your acts and omissions

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all time

3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers

5. Respect a person’s right to confidentiality

6. Strive to improve the quality of healthcare, care and support though continuing professional development

7. Uphold and promote equality, diversity and inclusion

Building on these we have developed a set of expectations that we expect all team members to demonstrate.

Managing self:

* Take care of your own well being
* Manage yourself and your emotions
* Share your knowledge and experience
* Use appropriate language when communicating to others to ensure they understand
* Be decisive
* Be positive – focus on what you can do and why something will/could work
* Actively seek feedback and act on it (where appropriate)
* Know when to step in and do it yourself and when to leave others to have a go
* Be self-aware: know your strengths and development needs and look for ways to develop
* Be visible

## STRUCTURE CHART

**SAFETY**

**Health and Safety at Work Act**   
  
The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

**SIGNATURES**  
  
Jobholder Name …………………………………………………………………….

Signature …………………………………… Date ………………………..

Manager Name …………………………………………………………………….

Signature …………………………………… Date ………………………..

**PERSON SPECIFICATION**

Job Title: Maintenance Person

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| --- | --- | --- | --- |
| **ATTRIBUTES** | ESSENTIAL CRITERIA | **DESIRABLE CRITERIA** | **DEMONSTRATED BY** |
| **Experience** | * Experience of working either as a groundsperson/maintenance person or grounds officer * Experience of gardening, general building maintenance (including painting, carpentry and plumbing) * Liaison with contractors * Driving tenants/residents to appointments |  | Application, Interview or exercise |
| **Knowledge** | * Knowledge and awareness of fire alarm systems and procedures * General knowledge and awareness of legislation relating to this role |  | Application, Interview or exercise |
| **Skills** | * Ability to update and maintain records * Ability to adhere to policies and procedures (both internal and external), include health and safety * Good communication skills both written and verbal * Ability to resolve problems * Ability to respond to emergencies in a calm and professional manner |  | Application, Interview or exercise |
| **Values and behaviours** | * An understanding of the responsibilities involved in working with vulnerable people * Proactive, self-managing and self -motivated. * Engaging, warm and welcoming * Acts with integrity, honesty and respect for others * Positively engages with others in planning and decision making * Champions and lives the CQC values * Loyal, diplomatic and confidential * Sensitive to the Camphill ethos and other diversity issues * Personal credibility |  | Application, Interview or exercise |
| **Other information** | * Ability to accommodate the demands of the post through flexible working as required |  | Application, Interview or exercise |