



NIGHTINGALE HOSPITAL
LONDON

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difference

Facilities Maintenance Supervisor: Job description

Job Title: Facilities Maintenance Supervisor

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Maintenance

Salary: Depending on experience

Working hours: 37.5 hours per week

Closing date: 15th March 2021

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Facilities Maintenance Supervisor

To ensure that repairs and maintenance work is carried out as and when requested throughout the Hospital whilst managing two site engineers, covering 7 days per week.

We need someone with strong all-round building maintenance experience who can manage contractors, planned and reactive works and manage expenditure and budgets. Reporting to the Head of Estates, you will be responsible for delivering a rolling programme of repairs and maintenance for the building, undertaking electrical repairs and routine maintenance checks of all M&E equipment and machinery.

This role will be very hands on, spending most of your time with the team and carrying out duties, rather than being based in an office.

Position in organisation

- Reports to Head of Estates
- Liaison at all levels with senior management, staff, patients and external contractors

Key tasks/Scope of the role

1. Main Duties
2. Communication
3. Quality
4. Training & Development
5. Health & Safety
6. Other

1. Main Duties

- Carrying out maintenance repairs as and when requested.
- Carrying out daily property inspections and preventative maintenance checks, recording all relevant readings and findings.
- Ensuring that all tools, materials and equipment are looked after at all times.
- Assisting with third party contractors as and when required in order to support the hospital's performance in terms of health and safety as well as fire safety.
- Logging all jobs and plan/schedule work which needs to be carried out by the maintenance team daily.
- To prioritise maintenance tasks in accordance with available resources and importance.
- To organise and follow up on quotes when applicable.
- Maintain accurate records of works carried out at the hospital.
- Keep updated database of audit results.
- Regular follow up on results of audits, creating & implementing action plans as and when required.
- Conduct weekly spot checks.
- Respond to out of hours call outs as required- On Call Rota.

Line Management

- Oversee the Maintenance team and facilitate recruitment of new team members when required.
- Ensure the team is trained appropriately to carry out their role safely.
- Supervise the team on a regular basis and oversee their work when required
- Liaise with the Head Of Estates and highlight any performance issues
- Induct all new employees to the team including bank members and ensure all staff have an active appraisal
- Be responsible for checking and signing off overtime forms, annual leave and absences and updating Payroll on a weekly basis.
- Be responsible for managing sickness concerns
- Ensure that disciplinary or grievance matters are dealt with in accordance with hospital policy
- Ensure regular team meetings take place
- Represent the Head of Estates at relevant meetings as and when required.
- Highlight areas for improvement not only within the Maintenance team but all functions.
- Assist the Head of Estates in developing yearly business plans for the team

2. Communication

- 2.1 Documentation must be presented in accordance with the guidelines of Nightingale Hospital branding.
- 2.2 Maintain a high level of verbal and written communication within the scope of the position
- 2.3 Polite and approachable manner when dealing with patients, families and colleagues
- 2.4 External liaison with other professionals in relation to the position

3. Quality

- 3.1 Knowledge and understanding of Nightingale Hospital values.
- 3.2 All tasks and requests relating to the service are completed in a timely and professional manner.
- 3.3 Strict confidentiality in all undertakings in relation to the position must be adhered to at all times.
- 3.4 To participate in any quality audits undertaken by the Hospital

4. Training and Development

- 4.1 Responsibility for ensuring completion of mandatory training, including e-learning and breakaway training offered by Nightingale Hospital.
- 4.2 Regular performance reviews with Line Manager and annual appraisals.

- 4.3 Identification of any skill deficits which will require some training and support
Participate in receiving clinical supervision and individual supervision.
- 4.4 Commitment to personal and professional development.

5. Health and Safety

- 5.1 Report any health and safety issues to the Therapy Services Manager that impact on the immediate work environment or patient areas at Nightingale Hospital.
- 5.2 Be aware of any health and safety policies and procedures relating to the job and use of equipment.
- 5.3 Knowledge of risk assessment and risk management practice in relation to mental health.
- 5.4 Be aware of the fire procedure relating to the area and carry the fire alarm key

6. Other

- 6.1 To recognise the importance of customer care and present a positive, courteous and helpful attitude when dealing with users of the Hospital's services.
- 6.2 To present a professional and efficient image at all times.
- 6.3 To be responsible for reading, understanding and complying with all relevant policies and procedures.
- 6.4 To undertake additional duties, as and when required, as directed by your line manager.

Who we're looking for

| | Essential | Desirable |
|---------------------------------------|---|--|
| Education/Qualifications | <ul style="list-style-type: none"> ✓ GCSE grade C in English & Maths or equivalent ✓ City & Guilds Level 3 Electrician Qualification or equivalent | <ul style="list-style-type: none"> • Relevant qualification in plumbing, carpentry or painting & decorating etc |
| Work experience | <ul style="list-style-type: none"> ✓ 5 years in a Maintenance Engineer or equivalent role ✓ Relevant experience in electrician, plumbing, or other relevant skills ✓ Experience as a Facilities Maintenance Supervisor as will be expected to manage two site engineers who cover 7 days per week. | <ul style="list-style-type: none"> • Experience working within a healthcare environment |
| Skills, knowledge and aptitude | <ul style="list-style-type: none"> ✓ Strong aptitude in prioritising tasks ✓ Strong & confident communication skills (ability to communicate effectively with colleagues, patients and visitors) ✓ Ability to multi-task ✓ Good IT skills and knowledge of Microsoft Office ✓ Attention to detail ✓ Ability to use initiative ✓ Ability to work independently as well as in a team ✓ Good researcher and problem solver | <ul style="list-style-type: none"> • Excellent IT skills and knowledge of Microsoft Office • Experience managing a team • Basic financial management (cost control) |
| Impact on others | <ul style="list-style-type: none"> ✓ Confident decision maker with an ability to accept positive criticism ✓ Ability to present self in a confident manner | <ul style="list-style-type: none"> • Able to appropriately and effectively use a range of communication |

| | | |
|---------------------|--|--|
| | <ul style="list-style-type: none"> ✓ Awareness of effect of self on others ✓ Awareness of and ability to address customer satisfaction needs | approaches to inform, influence or persuade people |
| Requirements | <ul style="list-style-type: none"> ✓ Good time-keeping skills ✓ Ability to work well under pressure ✓ Ability to work flexibly to meet the needs of the business ✓ Ability to undertake all mandatory training | |

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- Generous Company pension scheme with The People's Pension
- Generous Company sick pay
- **100% of NMC registration** renewal will be paid for by the Nightingale Hospital (subject to meeting the criteria)
- Annual staff bonus (discretionary)
- Paid for DBS
- Death in service cover
- Travel loan scheme
- Subsidised staff meals
- Employee Assistance Programme
- Flexible working

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards

expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by providing training, support and advice. The hospital has a safeguarding lead who can be contacted for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff,

whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.

I confirm that I agree to the details of this job description as outlined above:

Full name:

Date:

Signed: