

## JOB DETAILS

<b>JOB TITLE:</b>	Maintenance Operative
<b>HOURS:</b>	Various
<b>REPORTING TO:</b>	Hospitality Services Manager
<b>BASE:</b>	All Athena Sites

## JOB SUMMARY

Reporting to the Hospitality Service Manager, the Maintenance Operative is responsible for ensuring all checks are complete and a safe environment for residents, team members and visitors whilst maintaining a high quality of service within the home.

The Maintenance Operative will manage and ensure the safe and pleasant environment for all residents and employees, working closely with their teams to provide strong leadership and inspiration ensuring the highest service standards are achieved.

## JOB SPECIFIC RESPONSIBILITIES

- Responsibility for the security for all the maintenance equipment in the home
- Ensure that all minor repairs and plumbing are fixed within a timely manner.
- Ensure that all electrical equipment is maintained and repaired if required
- Ensure that the boiler house is regularly maintained and checked
- Responsibly for the maintenance of the refuse area and the removal of clinical waste and rubbish from the home.
- Assist the Hospitality Service Manager with any duties that are required for the residents such as a personal shopping trip, collecting prescriptions etc.
- Ensure that the decoration of the home is to the highest standard and snagging items dealt with in a timely manner.
- Ensure that the outside areas of the home are kept to a high standard
- Ensure that all regulatory and statutory requirements are met and company policies and procedures are adhered to.
- Ensure any requirements from internal and external audits are actioned within the timescales required.
- Ensure that all new residents appliances are inspected
- Ensure that systematic visual inspections of all electrical appliances are carried out within the home on an annual basis.
- Ensure that the drainage system is maintained
- Assist the other teams within the home to provide a clean and welcoming environment.
- Oversee external works and contractors and manage the snagging works

### Health and Safety

- Overall responsibility for carrying out weekly tests of the emergency systems within the home.
- Ensure regulations and compliance are met and adhered to.
- Overall responsibility to ensure all checks are up to date and servicing is completed for equipment within the home
- Ensure equipment and environment is safe within the home.
- You will be required for this role to potentially lift heavy objects

### PERSON SPECIFICATION

	Essential Criteria
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Management Qualification (Desirable)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Health &amp; Safety knowledge in a busy working environment</li> <li>• Proven track record in a similar role</li> <li>• Proven track record leading, empowering, supporting and motivating a service team</li> </ul>
<b>Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong leadership skills</li> <li>• Excellent written, non-verbal and verbal communication skills</li> <li>• Knowledge of and competence in building maintenance</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Reliable and punctual</li> <li>• Able to adapt to change</li> <li>• Approachable</li> <li>• Confident</li> <li>• Diplomatic</li> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Influencing skills</li> <li>• Listening skills</li> <li>• Negotiating skills</li> <li>• Patient</li> <li>• Positive attitude</li> <li>• Self-motivator</li> <li>• Flexible approach to working hours - able to work occasionally outside of normal hours.</li> <li>• Ability to promote a professional image for the company at all times</li> <li>• Ability to travel to other homes where needed for training / support</li> <li>• Able to adapt to the Athena culture</li> </ul>



**This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.**

Please sign to confirm you fulfil the essential criteria as detailed above and you accept and agree to deliver and comply with all requirements detailed in this job description for the Maintenance Operative position.

Post holder's name: .....

Post holder's signature: .....

Date: .....