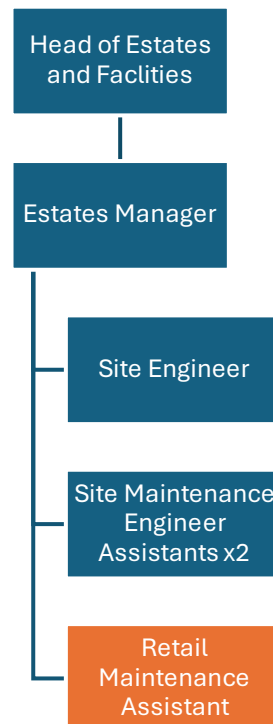


Job Description

Job Details:	
Job Title:	Retail Maintenance Assistant
Grade:	Croner - Facilities/Buildings/Property Management – Rank 7
Department:	Estates & Facilities
Directorate:	People & Services
Reporting to:	Estates Manager
Job Summary / Main Purpose: - To assist in maintaining, refurbishing, the retail premises, retail warehouse in accordance with agreed maintenance plan, devised by the Estates Manager, & Head of Facilities. - To assist in ensuring that all the above are safe, secure and presentable, also compliant with current pertinent regulations. - To work flexibly as part of the maintenance team & respond to emergencies when required.	
Principal Duties and Responsibilities - To carryout general retail maintenance work duties, schedules, and guidance as designated by the Estates Manager. - To carry out specific retail maintenance tasks including painting, carpentry, decorating, astatic works, sanitising, as determined by the Estates Manager. In their absence reporting to Site Engineer, or Head of Estates & Facilities. - To report any maintenance requirements identified to the Estates manager or in their absence the Site Engineer, or the facilities Office Manager, or Head of Estates & Facilities. - To use the facilities management system to manage own daily schedule and to check with Estates Manager if necessary. - Report back to the Estates Manager on progression or issues that have arisen. - Be able to drive from Dorothy House retail premisses across the Estate - To undertake Estates duties as may be deemed to be commensurate with main purpose of post and organisational business needs. Other Requirements - To be part of the Adverse Weather Team involved in snow clearance and other support when required. - To attend identified statutory & mandatory training relevant for the role when required.	

Structure Chart



Contacts

- Estates Manager,
- Head of Estates & Facilities
- Site Engineer
- Maintenance site assistants
- Facilities Office Manager
- Retail Operations Manager
- Head of retail
- Health & Safety Compliance Officer
- Workforce
- Visitors to Dorothy House
- External Contractors

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Experience carrying out general maintenance, repairs, or refurbishments in a workplace, commercial or domestic environment.	X	
Able to complete practical maintenance tasks safely and to a good standard, including using hand and power tools appropriately.	X	
Good organisational skills with the ability to manage workload, follow schedules and report progress or issues accurately.	X	
Demonstrates a good understanding of health and safety requirements and the ability to identify, report and act on maintenance hazards.	X	
Full UK driving licence with access to a vehicle*	X	
Experience working in a maintenance role across a multi-site environment – such as retail, charity, facilities, or property.		X
Practical skills / experience / training in one or more maintenance disciplines such as painting and decorating, carpentry, plumbing, PAT testing or basic building repairs		X