



Candidate information

Maintenance Manager



Job Description

Post Title: Maintenance Manager	Post Reference:	
Summary of the Role: To be responsible for the management of both the electrical and mechanical sections of the Department by delivering an effective and efficient Technical Solutions service, ensuring that appropriate standards are met in relation to statutory, mandatory and HTM regulations. This will be delivered via a Team Leader and technical engineers and it will be the responsibility of this role to ensure that these staff perform both individually and as part of the team to achieve this objective. The role is a senior representative of Technical Solutions at site level and will be responsible for maintenance, repairs, projects and lifecycle planning of the relevant discipline managed and will ensure performance is adequately delivered for our Client, the Trust, and demonstrated via various KPIs, SLAs and other deliverables on a monthly basis. As the lead professional in this discipline, the role will be expected to provide sound advice and propose/implement solutions for both 2Gether, the Trust and clinical customers and will be viewed as the expert in this field. Responsibilities will also include budget and cost management planning, specification writing, procurement, reporting, help desk management and extensive customer liaison/communication. This role is also required to be part of the on call rota and will be required to attend site outside of normal working hours to support incidents, emergency planning and contingencies. Will also be involved in implementing and planning the on-call rota There will be a need to attend other sites and therefore the ability to drive under a full UK licence is essential.		Reports to: Head of Estates Base / Location: Main site will be either William Harvey Hospital, Kent & Canterbury Hospital or Queen Elizabeth Queen Mother Hospital, with ancillary sites to be agreed
Key Responsibilities - Feeding in to production of and implementing 2gether Support Solutions policies, relating to statutory, mandatory and HTM regulations within the specific disciplines managed for the Technical Solutions Department. - Advising and reporting to the Head of Estates on Technical Solutions matters and improvement issues, to include longer term planning and finance. - Overseeing the Team Leader and engineers to ensure that Planned Preventative Maintenance is scheduled according to regulatory requirements and completed accordingly, with all remedial actions undertaken to ensure continued compliance. Devising and implementing reporting procedures to maintain an oversight of the current compliance position and implementing audits to verify statistics. Give assurance to the Head of Technical Solutions on compliance.		Working Relationships & Contacts Internal – Works closely with peers at other sites to provide an integrated Technical Solutions service. Delivers complex technical information and non-routine guidance which may be sensitive to staff groups. Highly developed interpersonal and communication skills when communicating with staff groups and trade representatives on local agreements. Organises recruitment, selection, induction, retention and training of

- Overseeing the management of repairs and projects to ensure these are effectively managed and completed by the team, in line with regulation and legislation.
- Manage and report on KPI and SLA compliance, detailing actions required and seeing these actions through to resolution.
- Giving assurance to the Head of Estates of appropriate management of the estate and assets in line with best practice and in accordance with both mandatory and legal requirements including Department of Health Policy Manuals, Health Technical Memorandums (HTMs), Statutory Building Regulations, relevant Bylaws, HSE Approved Code of Practice and the Code of Practice for the NHS on the prevention and control of healthcare associated infections and related guidance.
- The following HTMs are considered to be of particular relevance:
 - Dept. of Health Professional support Manuals
 - HTM 01 Decontamination of re-usable devices.
 - HTM 02 Medical gas pipeline systems
 - HTM 03 Specialised ventilation for healthcare premises
 - HTM 04 The control of Legionella, hygiene, 'safe' hot water, cold water and drinking water systems
 - HTM 05 Firecode
 - HTM 06 Electrical services
 - HTM 07 Environment and Sustainability
 - HTM 08 Specialist Services.
 - Pressure systems
- Development and implementation of technical procedures for the operation within the role remit and ensuring these are correctly and adequately followed by team members.
- Managing work in hazardous areas ensuring staff take all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- Ensure efficient operation of plant & machinery to minimise running costs.
- Understand and identify trends in test results to prevent failure of patient services.
- Undertaking fault finding on equipment within areas of responsibility.
- Fully develop flexible working patterns and develop skills of team leader and engineers to ensure the area of responsibility is fully covered and operational at all times.
- Managing all issues related to staffing, resources, discipline and the efficiency of the Technical Solutions section under the role's responsibility. This shall include managing productivity, sickness, attendance and compliance with the relevant policies, processes and procedures. The role will also identify training needs.
- Assist the Head of Technical Solutions with the formulation of Estate condition data and the preparation of long term strategic plans for the discipline area which may have wider impacts.
- Take part in a On Call Manager's rota for emergency issues.

staff. Acts as the Senior Engineer on complex engineering matters.

External – Uses detailed local technical knowledge to advise Architects and Engineering consultants. Extensive liaison and communication with Clinical teams, providing sound advice as required.

- Analyse and interpret complex problems and compare a range of options balancing cost, risk and effectiveness, providing solutions to technical issues encountered. - Drive change to make the department as effective and efficient as possible, aligning with the needs of both 2Gether Support Solutions and the Trust. - Monitoring expenditure within the relevant discipline including energy budgets, manpower budgets and asset management across a number of sites. - Ensuring compliance with Health & Safety and Department of Health guidelines at all times. - Use computer software to produce reports, documents and drawings and take responsibility for the operation of various information systems at department level. This includes extensive use of the CAFM system to manage workload and manpower. - Ensure satisfactory development and operation of the Building Management System. - Ensure compliance with Standing Orders, Standing Financial Instructions and 2Gether Support Solutions Tendering/Contract Procedures. - Encourage and develop within the section a culture of excellent professional customer service. - Work additional hours as required to meet the needs of the service or as needed to oversee emergency repairs. - Ensure that all delegated ordering and associated procurement processes are undertaken within the area of responsibility in accordance with 2Gether and Trust supply chain strategy, standing orders, standing financial instruction and policy. - Be competent in implementing and managing permit to work systems and risk assessments, ensuring compliance across the team. - Maintaining records of maintenance and testing/inspections for works, services and equipment in compliance with HTM, HBN, HASAWA, LOLER, PUWER & PSSR.	
Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
There will be frequent exposure to highly unpleasant working conditions, for example, in sewers and mortuaries, confined spaces and external weather conditions. A challenging aspect of the job will be providing a safe, high quality environment for patients, visitors and staff within the constraints of a limited budget.	A suite of SLAs and KPIs are in place that will be reported against monthly. This role is responsible for ensuring compliance of these SLAs/KPIs within the area of accountability.



Person Specification:
(Please state Essential (E) or Desirable (D))

Knowledge & Skills

Good problem solving skills with either a mechanical or electrical aptitude. (E)

Excellent Numeracy skills and demonstrable experience of managing restrictive budgets effectively (E).

Computer literacy and the ability to multitask – Demonstrable experience of the production of statistical reports and the effective management of the results (E)

Ability to work closely with customers/ clients and contractors within a complex environment, demonstrating results that fulfil the business requirements (E).

Excellent written and oral communication skills – presenting technical issues to a wide non-technical audience (E).

High level computer skills in CAD, BMS and PPM systems (E).

Customer Focused.

Authorised to operate and manage electrical systems, piped medical gases, water systems, ventilation systems, steam boilers and electrical power generation with sufficient knowledge and experience to be appointed an Approved Person for certain disciplines (E)

Experience

5 years' experience in a mechanical or electrical environment, preferably within the NHS with 2 years at management level. (E)

Alternative relevant sector experience will be considered.

Qualifications

Professional knowledge acquired through a specialist courses (E).

Membership of a recognised Building Services institute.(D)

Recognised training to approved person status for: High & Low Voltage services, Piped Medical Gases, Legionella. Essential in areas specific to this role.

Management qualification or training.(D)

Excellent knowledge of Healthcare guidance HTM's, HBN's and other industry specific guidance notes. (E)		
Excellent knowledge of building regulations and project management, to include asbestos, water management, COSHH and other related regulations (E)		

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.	X	
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.	X	
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.	X	
Hand Washing?	This means washing hands 20 plus times per working day.		X
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.	X	
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.	X	