

## JOB DESCRIPTION

**Job Title – Maintenance Officer**

### CONTEXT OF THE JOB

- The purpose of the job is to ensure effective and efficient management of the physical environment and equipment within the Care Home.
- The job reports to the Care Home Manager.
- This job description was reviewed in June 2014.

### KEY TASKS AND RESPONSIBILITIES

**1. Responsible for maintenance and upkeep of the Care Home and ensure it functions in optimal condition by:**

- Ensuring adherence to all Bupa policies and procedures.
- Demonstrating a “hands-on” professional approach and multi-skill.
- Maintaining an effective planned maintenance schedule.
- Co-ordinating repairs in order to minimise equipment downtime.
- Ensuring buildings comply with legislative requirements.
- Prioritising maintenance tasks that best meet Care Home needs by effective time management and liaison with department head and Care Home Manager.
- Maintaining a schedule of credentialed contractors to work as required in conjunction with Property team. Ensure contractors working at Care Home comply with Bupa health and safety policies and procedures.
- As and when delegated by the Care Home Manager, overseeing gardening staff and / or contractors and monitor upkeep of grounds.
- Completing gardening duties as required.
- Being available by telephone to provide assistance / advice as required for Care Home emergencies / breakdowns.
- Attending, and as and when required, providing mandatory education that is relevant to the functions of this role.
- Ensuring privacy, respect and dignity is given to all residents.

**2. Monitor the condition and functions of each Care Home, by**

- Following the Bupa formulated preventative maintenance programme.
- Carrying out regular environmental tours and planning any resulting maintenance activity with Care Home Manager.
- Checking fault reports and planning action / repairs.
- Monitoring fault reporting for repetition or trends that may occur and taking appropriate corrective action.
- Participating in interdepartmental forums that impact on maintenance department, e.g. Quality meetings, OSH etc presenting documentation or reports as necessary.
- Participating and contribute to CQI activities and initiatives.
- Maintaining accurate and comprehensive documentation and records.
- Participation in surveillance, certification and DHB audits and active involvement in the development and monitoring of corrective action plans.

**3. Contribute to the provision of a safe and secure environment, by:**

- Ensuring a high priority is given to faults that compromise safety or security of residents or staff.
- Ensuring identified hazards are eliminated where possible, or minimised if not able to be eliminated.
- Maintaining all safety equipment, outside lighting, etc
- Bringing to the attention of the Care Home Manager, any issues or hazards that have potential to cause injury or harm to residents or staff.
- Co-ordinating the services of contractors as required and monitor quality of work completed.

**4. Manage cost efficiency and economy of department, by:**

- Monitoring cost of replacement or spare parts.
- Monitoring all invoices for accuracy and approval of payment with Care Home Manager.
- Monitoring and comparing energy cost and usage looking for opportunities for improvement.
- Negotiating with contractors and suppliers to obtain best price and value

**5. In conjunction with the Property Facilities Team and Care Home Manager, participate in the planning and implementation of minor refurbishment works as and when required by:**

- Participating as a member of planning group, assisting with concept plans, obtaining quotes, engaging contractors, etc.
- Supervising work ensuring standards and contractual obligations are met.
- Monitoring costs and approving payment with Manager.
- Acting as a liaison between Care Home and contractors.
- Ensuring safety of residents and staff and maintaining efficient Care Home function during any disruption.
- Ensuring hazard checks are in place for all site work carried out.

**6. Supervise Services to Bupa Villages by:**

- Ensuring all maintenance and associated costs for villages are approved by the Village Manager.

**KEY COMPETENCIES**

- Show an ability to communicate well with others.
- Show an ability to work well within a team
- Shows an ability to problem solve using knowledge and skills, general precedents and practices.
- Show an ability to work individually whilst co-operating with co-workers in creating a smooth work flow.
- Sets own goals and determines how to accomplish results with some guidelines.

## EXPERIENCE, TRAINING AND QUALIFICATIONS

- At least 1 – 3 years work related experience.
- Vocational or technical training
- Ability to effectively and safely use power tools and maintenance equipment.

## PHYSICAL AND WORK ENVIRONMENT REQUIREMENTS:

Incumbent needs to be physically fit as the role requires quite a bit of physical activity in the performance of duties.

The incumbent may also be exposed to the following environmental conditions from time to time:

- ❖ **Noise:** There is sufficient noise to cause employee to shout in order to be heard above the noise level.
- ❖ **Vibration:** Employee is exposed to oscillating movements of extremities or whole body.
- ❖ **Hazards:** Employee is exposed to hazard(s) including a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and/or high places, or exposure to oils and/or chemicals.
- ❖ **Infectious Diseases:** Employee is exposed to contagious or infectious diseases.

## VISION & VALUES OF BUPA

**Bupa's purpose is to help people live longer, healthier, happier lives.**

We do this through our vision of 'taking care of the lives in our hands'. Our strong caring ethics, dedication and respect are valued by people at some of the most vulnerable times in their lives. So trust is intrinsic to the way we operate as a business, wherever we are in the world.

### Our values

At the heart of our service are our values. These are the principles that determine the way we behave and what we believe. They also bring us together as a family, giving us a common culture, and they inspire trust and loyalty in our people.

<b>Passionate</b> 	<b>Full of energy</b> Love what we do and why we do it Love our customers
<b>Caring</b> 	<b>Big-hearted and compassionate</b> Treat people with respect and kindness Everyone and everything matters
<b>Open</b> 	<b>Seek new ideas and other points of view</b> Share freely Really listen and understand Embrace diversity
<b>Authentic</b> 	<b>True to yourself</b> Genuine and honest Say what we mean, mean what we say
<b>Accountable</b> 	<b>Always responsible</b> Take ownership Make it happen
<b>Courageous</b> 	<b>Be brave</b> Dare to try Speak up
<b>Extraordinary</b> 	<b>Go above and beyond</b> Be the best we can dream to be Deliver outstanding results, big and small

Signed \_\_\_\_\_

(Employee)

\_\_\_\_\_

(Employer)

Date \_\_\_\_\_

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved and the important company values. The job description may be altered or added to from time to time.

Our purpose is  
*Longer, healthier, happier lives*



**What:**  
Bupa Promise

Know me  
and my needs

Help steer my  
decisions

Be there when  
I need you

**How:**  
Bupa Values



Health & Care

