

JOB DESCRIPTION

Job Title	Facilities Officer - Hospice
Reports to	Head of Hospice Services (MEH), Hospice Services Manager (SJH)
Salary Banding	B: £29,211 - £33,872

Job Role

The Facilities Officer will play a key role in ensuring the hospice environment is safe, well maintained, welcoming and compliant with relevant legislation.

The post holder will largely be responsible for managing their own workload, prioritising tasks effectively and where required, agreed with the line manager. They will also coordinate the use of volunteers to support day to day activities. The role requires a practical, skilled individual with strong organisation ability and a collaborative approach suited to a hospice charity environment.

The job will require the ability to work on your own and on occasion as part of a team, depending on the nature of the task. There may also be a need for working at height or lifting heavy loads.

It will be necessary to assist with on-call cover between 5pm and 8am, plus weekends for urgent maintenance issues arising at either of our hospice sites or retail premises. Additional payment will be made for providing this cover.

Organisational responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Job specific duties and responsibilities

1. Carry out and coordinate routine maintenance, repairs and minor works across hospice buildings and grounds.
2. Identify, assess and prioritise maintenance issues, taking appropriate action or escalating where specialist contractors are required.
3. Monitor the condition of the hospice estate, proactively identifying risks, improvement opportunities and ensuring compliance with Health and Safety legislation and general best practice.
4. Ensure facilities are maintained to a high standard, supporting a safe, dignified and welcoming environment for patients, families, staff and visitors.
5. Assist with the development and implementation of a programme of planned maintenance for the assigned clinical site, to ensure that the premises and the equipment within are fit for purpose, maintained in a serviceable condition, meet relevant safety standards and are in good working order.
6. Develop and maintain a site-specific asset register, demonstrating condition, life cycle and service intervals, to be used to assist facilities budgeting and forecasting.
7. Support compliance with relevant health and safety legislation, including fire and electrical safety, COSHH and general workplace safety.
8. Undertake regular checks and basic testing of key safety items, including fire alarms and emergency lighting, plus maintaining accurate records and compliance documentation of said checks.
9. Plan, organise and manage own workload, responding flexibly to changing priorities and organisational needs, balancing reactive maintenance with planned preventative tasks.
10. Work collaboratively with maintenance volunteers, allocating tasks appropriately, providing guidance and support to ensure work is carried out safely and effectively.
11. Support a positive volunteer experience and liaising with the Volunteer Services Team to support recruitment, induction and ongoing engagement, where required.
12. Maintain and complete risk assessments, ensuring all appropriate risks are documented, actions are planned and implemented as well as communicated and understood by relevant stakeholders. The risk assessments to be reviewed on a regular basis to ensure they are accurate and up to date and risks mitigated to an acceptable level as possible.

13. Support the maintenance and development of existing and new maintenance and health and safety policies, ensuring they are accurate, fit for purpose and adopted throughout the organisation as and where they are required.
14. Support the development and maintenance of an effective H&S culture across the charity including incident and near miss reporting.
15. Build, develop and maintain a network of competent and reliable external contractors for use across the charity.

General

This job description is intended to provide an outline of the duties and responsibilities of the post and is not exhaustive and may be amended periodically as necessary.

The post holder may be asked to undertake other duties within the general level and scope of the post and to work at other Cornwall Hospice sites as required.