

JOB DESCRIPTION

Job Title	Facilities Officer – Income Generation
Reports to	Head of Retail
Salary Banding	B: £29,211 - £33,872

Job Role

The Facilities Officer will play a key role in ensuring the charity’s network of 30 retail sites, including warehouses across Cornwall, is safe, well maintained, welcoming, and fully compliant with all relevant legislation and regulatory requirements. This role is central to sustaining a high-quality retail environment that supports the charity’s wider Income Generation activities.

The post holder will take responsibility for coordinating and delivering reactive and planned maintenance, overseeing shop fits and refurbishments, and contributing to the operational aspects of fundraising events. They will work closely with the Income Generation management team to minimise disruption to retail operations and protect all revenue streams, ensuring continuity and compliance across the estate.

The role requires a practical and skilled individual with strong organisational ability, a solid competence across multiple trades, and the capability to prioritise a wide range of tasks in a fast-moving environment. The post holder will also be responsible for engaging, motivating, and supporting a diverse team—including volunteers—bringing an adaptable, collaborative, and positive approach suited to a hospice charity environment.

The job will require working independently and, when required, as part of a wider team. There may be a need for working at height, manual handling, or managing urgent maintenance situations. Participation in the on-call rota will be required between 5pm and 8am, including weekends, to respond to urgent issues across hospice and retail premises. Additional payment will be provided for 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 the charity's 30 retail buildings and warehouses, ensuring all sites remain functional and safe.
2. Identify, assess, and prioritise maintenance issues, taking appropriate action or escalating where specialist contractors are required.
3. Monitor the condition of the retail estate, proactively identifying risks, improvement opportunities, and ensuring compliance with health and safety legislation and best practice.
4. Ensure facilities and retail environments are maintained to a high standard, supporting a safe, efficient, and welcoming experience for customers, volunteers, and staff.
5. Assist with the development and implementation of a programme of planned maintenance to ensure premises, fixtures, and equipment are fit for purpose and maintained in line with safety standards.
6. Support compliance with relevant legislation, including fire and electrical safety, COSHH, and general workplace safety requirements.
7. Undertake regular checks and basic testing of key safety systems—including fire alarms and emergency lighting—and maintain accurate compliance records.
8. Plan, organise, and manage own workload, adapting to changing priorities, balancing reactive maintenance needs with planned preventative work.
9. Work collaboratively with maintenance volunteers, allocating tasks, offering guidance, and ensuring all work is completed safely and effectively.
10. Support a positive volunteer experience, working with the Volunteer Services Team to assist with recruitment, induction, training, and ongoing engagement.

11. Complete and maintain risk assessments, ensuring risks are identified, actions implemented, and information communicated effectively. Review assessments regularly to ensure accuracy and appropriate mitigation.
12. Support the review, development, and implementation of maintenance and health and safety policies, ensuring they remain accurate, relevant, and embedded across the organisation.
13. Promote and support an effective health and safety culture, including the reporting of incidents and near misses.
14. Build, maintain, and manage relationships with competent and reliable external contractors across the estate.

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.