

## **JOB SPECIFICATION**

<b><u>JOB TITLE:</u></b>	Duty Manager - Maintenance
<b><u>LOCATION:</u></b>	96 Shenley Road & Threeways Community Centre
<b><u>RESPONSIBLE TO:</u></b>	General Manager
<b><u>RESPONSIBLE FOR:</u></b>	Planned Preventative Maintenance, Reactive Maintenance, Health & Safety and Technical Services

### **GENERAL DESCRIPTION**

To manage the maintenance / repairs and daily / weekly / monthly servicing, including all plant, fixtures, fittings and equipment is carried out according to agreed requirements, plans and instructions, observing relevant health and safety legislation requirements at all times. Leasing with Contractors over planned preventative maintenance. To be the Duty Technician for events dealing with all technical requirements.

### **Mission Statement**

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

#### **Aim**

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

#### **Our Values**

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

### **SPECIFIC DUTIES**

#### **Customer Service**

1. Minimise any downtime relating to equipment and services provided for customers including, but not exhaustive, minor installations, decorating, repairs and maintenance.
2. Ensure through the implementation of appropriate maintenance and repairs that every customer receives an excellent service each time they visit the Centres.
3. To assist generally in the covering of other duties to allow for the efficient and effective day to day operation of the centre, including taking necessary action to maintain required staffing levels.
4. To positively embrace an ethos of equality and diversity in employment and service provision.

#### **Business Objectives and Achievement of Results**

1. To perform effectively all quality and safety related tasks, as outlined in on site operational procedures.

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2. Ensure compliance with the InspireAll's financial regulations and various codes of practice.
3. To manage the completion of accurate records of all maintenance and repairs including works undertaken directly and by external contractors.
4. Prepare specifications of requirements for contractors, obtaining quotations and Method Statements in advance of work, in order to complete all works as appropriate to buildings, equipment, fixtures and fittings in a cost effective and safe manner.
5. To carry out risk assessments and reviews to ensure the safety and wellbeing of all is kept to an exceptionally high standard.

### **Teamwork**

1. Work flexibly with colleagues to ensure adequate staffing level within the facility.
2. Participate in other team meetings as required.
3. Maintain and submit relevant paperwork relating to hours worked and other personnel requirements.
4. To carry out any other duties as required by the General Manager in accordance to the grading of the post.
5. To act as the Duty Manager of the building when required. Including being responsible for opening and closing procedures.

### **Communication**

1. Ensure through an active communication process that staff are trained and confident in undertaking their work.
2. Ensure all staff are aware of expectations relating to their work and general behaviour.
3. Liaise with other employees of InspireAll relevant to job requirements
4. Liaise with Contractors or Sub Contractors attending site to ensure the safe completion of works, communicating planned work to staff and customers.
5. To report on and make recommendations for, the maintenance repair or renewal of any equipment, or plant, within that site
6. Use a electronic database to plan, report and action faults and maintenance for all tasks
7. Liaise with building partners on any maintenance, Technical or H&S issues raised.

### **Health and Safety**

1. To ensure that all work carried out is done in a safe and satisfactory manner within a site even when open to the public.
2. To report in a timely manner any concerns over Health and Safety issues to the General Manager and your line manager.
3. To conduct routine maintenance as required, manage the completion of operational checklists relating to the normal operation of the Centre.

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4. Be proactive in ensuring the staff work safely and that the building is operated in a safe way and in accordance with legislation, policies and procedures.
5. Ensure the safe management of plant and chemical agents complying with COSHH Regulations at all times.
6. To perform effectively all quality related tasks as outlined in the Operational Procedures.
7. Act as a key holder to both sites and be on the emergency call out list.
8. Manage the Corporate HSMS, ensuring it is kept up to date. Risk assessments and SSOW are reviewed and updated, staff are trained in any changes
9. Take a leading role in communicating with H&S auditors.

### **SKILLS, KNOWLEDGE & EXPERIENCE**

#### **Essential:**

1. Previous experience of the maintenance of buildings, plant, equipment, fixtures and fittings.
2. To be able to write a specification for work to be conducted by contractors.
3. To be able to work without supervision, using initiative.
4. To organise and oversee contractors at work, and to maintain appropriate records.
5. To have a knowledge of Health and Safety Regulations.

#### **Desirable:**

1. Hold a qualification in theatrical studies
2. First aid at work certificate.
3. Hold an IOSH managing Health & Safety certificate.
4. Previous experience in running the technical aspects of an event. (sound, lighting, audio visual and stage)

### **COMPLEXITY AND CREATIVITY**

1. To complete all site maintenance whilst ensuring the sites remain clean and safe.
2. To ensure that all contractors or sub-contractors work to InspireAll's Control of Contractors procedure.
3. To ensure that contractors or sub-contractors work to the agreed specification and approved RAMS.
4. To ensure all chemicals and equipment are safe for use and stored in a proper manner.

### **JUDGEMENT AND DECISIONS**

1. To assess the suitability for use of plant, building and equipment, and to take appropriate action as necessary to maintain safety and efficiency.

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2. To check that the contractors work to their specified RAMS and to take any necessary and appropriate action should this not be complied with.
3. To check all work conducted by contractors prior to them leaving the site and to sign off any documents prior to invoicing.
4. To continually assess the suitability of suppliers in relation to 'best value'.

### **CONTACTS:**

**(INTERNAL 80% - EXTERNAL 20%)**

#### **Method**

The Maintenance Manager is required to liaise in person, by telephone and to convene meetings as required with contractors or sub-contractors and their staff

Internal: Face to face, via telephone and / or email with other staff within InspireAll.

External: Suppliers, contractors or sub-contractors

**Other factors affecting the post of Maintenance Manager**

<b>1.</b>	<b>Hours of Work:</b>	39 hours per week												
<b>2.</b>	<b>Grade:</b>													
<b>3.</b>	<b>Salary:</b>													
<b>4.</b>	<b>Notice Period:</b>	As detailed in the Statement of Particulars												
<b>5.</b>	<b>Holiday Entitlement:</b>	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and <b>includes the 8 bank holidays at present legislated for each calendar year.</b></p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 3 years continuous service with HL	32 days													
After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
<b>6.</b>	<b>Pensions choice:</b>	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
<b>7.</b>	<b>Location:</b>	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
<b>8.</b>	<b>The Rehabilitation of Offenders Act 1974:</b>	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
<b>9.</b>	<b>Other Duties:</b>	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
<b>10.</b>	<b>Leisure Benefits:</b>	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												