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| Job Title:  | Maintenance & Grounds Supervisor | Location/Service: | CS |
| Department: | E&F | Reports To: | Maintenance & Grounds Supervisor |
| Responsible For: | Maintenance & Grounds | Budgetary Responsibility: | Delegated Op Ex budgets |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | Delegated  |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| Alongside the Maintenance and Grounds Manager, the Maintenance and Groups Supervisor will be responsible for the fabric and quality of our built and external environments ensuring repairs and improvements are made with agreed timeframes. The Supervisor will be responsible for allocating tasks and co-ordinating colleagues and materials as and when required. They will lead a team, and delegate works and responsibilities to Operatives. This job involves a range of duties that are essential in maintaining and developing the quality and safety of the premises, facilities and grounds. The Maintenance & Grounds Supervisor must work as an effective team member and be committed to providing the right environment for people’s homes, external spaces and a safe and comfortable workplace. You will be efficient, thorough, responsive, have a positive approach to your work and form positive working relationships.The role will ensure homes and buildings are refurbished to a high standard whilst managing contractors in a safe and controlled way adhering to Contractor (Design and Management) Management 2015 Regulations. They will take a lead role in our compliance to legislation including Fire and Legionella and ensure checks and servicing are completed within agreed timeframes. The role will require regularly meetings with key relationships to update on and book in works. |
| **Key Role Responsibilities/Accountabilities:** |
| **General*** To attend for work reliably and punctually.
* To take part in regular personal supervision sessions and attend any training as required, and to contribute in a positive manner.
* To complete agreed tasks in a timely but efficient way.
* To be aware of and comply with all relevant Hesley Group policies, including the Employee Code of Conduct, Safeguarding Adults at Risk, Data Protection and all Health and Safety at Work policies and procedures.
* To treat people we support, colleagues and visitors with respect for their individuality and needs and to ensure no-one is discriminated against because of their individual characteristics, e.g. race, religion or beliefs, sex, age, disability, gender reassignment.
* To support effective two-way communication by (i) checking all agreed means of communicating such as communication books, notice boards, diaries and maintenance logs every time you are on duty to check for information you need to know; (ii) attending meetings as required; (iii) involving the right people with decisions about the work needed; escalating faults and major items needed and; (iv) asking for feedback on work that has been completed.
* To carry out general maintenance tasks as required.
* To be able to work as an effective team member as well as on your own initiative
* To be able to prioritise tasks based on need.
* To assist the Grounds & Maintenance Manager in the delivery of safe environments in a professional manner.
* To work effectively as part of the team and contribute to achieving business/service objectives.
* To work closely with in-house trades, plumbers, electricians & painters across sites.
* To actively develop & maintain good working relationships with:

staff and people supported, contractors and trades, family members, visitors and outside agencies* Ensure all parts of the services environment are safe, welcoming, in good repair and are sensitive to the needs of the individual
* To delegate for the manager ensuring the effective deployment of staff across the services on a day to day basis focusing on the skills of individuals.
* To delegate for the manager ensuring compliance to mandatory training, mentoring of new staff and raising requests for individual staff development
* To undertake compliance checks & recording relating but not exclusive to: fire safety & prevention, legionella, electrical safety, powered equipment, premises & grounds.
* Ensuring tidy and clean grounds with clear access for emergency services.
* Assist with booking & onsite management of contractors for specific servicing or repairs at sites.
* To ensure workshops, sheds and stores are maintained in safe & tidy condition.
* To ensure the safe storage, use and condition of equipment and materials.
* Ensure security of site premises across the Group
* Assist with Risk Assessments when required relating to staff and to tasks.
* Assist with keeping woodland and shrub areas safe and accessible, with boundary fencing/hedges in good repair.
* Support the Grounds & Maintenance Manager as required on specific projects and developments on sites
* Assist with the ordering of supplies and resources as required for maintenance of the properties and estates.
* Organise & carry out the collection and movement of deliveries & various items as required per site.
* Assist Domestics teams with cleaning tasks as required.

**Specific Tasks*** To undertake and record systematic checks on fire safety and fire prevention equipment as required.
* To assist with cleaning or grounds maintenance tasks as requested.
* To visually inspect electrical fittings regularly, log defects and process arrangements for repair.
* To operate and maintain heating and hot water plant.
* To monitor energy use and take necessary action to reduce waste.
* To organise and carry out the collection and movement of various items.
* To ensure that the outside of buildings are maintained in good order.
* To ensure the safe condition, use and storage of all equipment and materials.
* To ensure that emergency repairs are dealt with speedily and effectively.
* To ensure clear access for emergency services at all times.
* To promote and maximise the security of the premises.
* To manage the supervision and appraisal of the Assistant Property Caretaker (dependent on service). This will involve assessing their performance against set standards and giving them feedback both informally and during regular meetings as set out in Hesley Group policy. This, along with helping individuals to identify and address their training needs, and providing on-the-job coaching is aimed at ensuring a high standard of work.
* To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Knowledge*** Essential - Knowledge of how and when to perform tasks related to garden and grounds development and maintenance safely and effectively
* Essential - Knowledge of Health and Safety requirements in the workplace, including risk assessments, Fire Safety and Legionella Regulations

**Skills and Abilities*** Essential - Ability to work effectively in situations where several tasks need doing in a short timescale
* Essential - Ability to communicate effectively, including ability to complete reports manually and electronically
* Essential - Ability to maintain appropriate levels of confidentiality
* Essential - Ability to work flexibly to meet the requirements of the role

**Qualifications** * Essential - No criminal record including convictions, cautions, reprimands, bindings over or warnings which may be relevant to the safety and welfare of people who use our services or staff
* Essential - Current, clean full UK driving licence
* Desirable – IOSH Managing Safely
* Desirable – Relevant Level 3 Supervisor Award

**Experience*** Essential - Experience of using equipment and materials in situations where care is needed to prevent harm to others.
* Essential - Experience of carrying out general maintenance tasks to a good standard.
* Essential - Experience of undertaking health and safety checks including fire prevention and fire safety.
* Desirable – Experience of leading a team.
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| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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