

The ROYAL MARSDEN

NHS Foundation Trust



Building Services Assistant
(Mechanical Bias)



NHS

At The Royal Marsden, we deal with cancer every day, so we understand how valuable life is. And when people entrust their lives to us, they have the right to demand the very best. That's why the pursuit of excellence lies at the heart of everything we do.



Life demands excellence

Dear candidate,

Thank you for applying to join the Estates Department at The Royal Marsden. This candidate pack contains all you need to apply for the post.

The Royal Marsden has a vital role in championing change and improvement in cancer care through research and innovation, education and leading-edge practice. We are incredibly proud of our international reputation for pushing the boundaries and for our ground-breaking work ensuring our patients receive the very best and latest in cancer treatment and care.

The Royal Marsden NHS Foundation Trust Estates Department provides a highly effective and efficient service to support frontline clinical delivery and patient care and critical infrastructure and building services maintenance. It has a direct and key role with respect to infection prevention and control and sustainability across the Trust. The Department operates in a proactive, transparent and highly professional manner. Each individual must take ownership of responsibilities and customer care, communicate effectively, work as a team and make a personal contribution to driving continuous improvement of the service.

Thank you for your interest in working for The Royal Marsden, I wish you every success in your application.

Sunil Vyas BEng (hons) MBA CEng FIMechE
Director of Projects and Estates
The Royal Marsden NHS Foundation Trust

Job title

Building Services Assistant (Mechanical Bias)

Directorate

ESTATES

Grade

Bank 3

Hours of work

37.5 Hours per week

Responsible For

Supporting the Estates Department with compliance and the delivery of Estates Services and operations.

Reports to

Engineering Supervisor /Technician

Accountable to

Estates Officer

Liaises with

All Hospital Wards and Departments. All users of Trust Services, Local Authorities, External suppliers, Contractors and Consultants.

1. Job Purpose

The Royal Marsden NHS Foundation Trust Estates Department provides a highly effective and efficient service to support frontline clinical delivery and patient care and critical infrastructure and building services maintenance. It has a direct and key role with respect to infection prevention and control and sustainability across the Trust. The Department operates in a proactive, transparent and highly professional manner.

The effectiveness of the Estates service is governed by the skills, experience, professionalism and productivity of the Estates staff. Each individual must take ownership of responsibilities and exercise excellent customer care, communicate effectively, work as a team and make a personal contribution to driving continuous improvement of the service.

Trust organisational changes and growth, patient needs and medical advances frequently bring redevelopment and /or updating of departments including Estates. There is a need for staff to be dynamic, flexible and adaptable, open to change and opportunities and be proactive in their approach to undertaking work. All staff must have a good understanding of Estates maintenance and operational services.

The postholder must use their initiative to manage their time accordingly in order to achieve outputs of the role take ownership of the operation, maintenance and service of all mechanical/plumbing building services and infrastructure. Carry out their duties as instructed and undertake maintenance, installation and new works tasks to a high standard for all engineering services throughout the Trust. This will maximise reliability and availability thereby maintaining environmental conditions and standards of service. Whilst working towards a core trade, you will work as part of a multidisciplinary team which is responsible for providing the safe operation of planned, reactive and emergency maintenance. The postholder shall understand how their personal contribution in the role affects Estates services and supports Trust activities/patient care. They shall actively seek to provide a proactive service; minimising risk and downtime of service/systems, plan work and schedule tasks appropriately.

Feb '24

2. Summary

The postholder will be expected to:

- Be dynamic in their approach and flexible and adaptable to changing needs and priorities
- Work proactively and support Maintenance Craftsman, Technician's and Supervisor's in delivering an optimised service.
- To undertake overtime including weekend work from time to time as required to meet service needs.
- Use their skills and opportunities in the role to enhance the service delivered by the Trust.
- Undertake continuous training, periodic assessments and successfully pass competence checks to protect staff and Trust safety and minimise risks.
- Either work individually or assist the Maintenance Craftsmen and have or gain knowledge of specific plant and equipment. This will include installation, fault finding and repairs of the following systems: boilers and associated equipment, heating and air handling plant for clinical and non-clinical purposes, water systems Fire Alarms, Emergency Lighting, Nurse Call systems, Generators and UPS, Environmental Control Management. There are also many emergency systems for the Trust and periodic testing is carried including Alarm systems such as, Fire, BEMS, Refrigerator, Medical Gases, Nurse Call, Access Control and Intruder Detection.
- Assist with repairs, service and maintenance of varied electro/ mechanical goods and appliances and involves liaison with wards, patients, relatives and staff. The roll is a responsible one and the post holder will have to be prepared to work near patients and assist with lift escape when necessary.
- Be a member of the Incident Team and be expected to respond as appropriate to such occurrences as Fire, and Intruder detection.

The post holder must ensure:

- Conduct and communication with staff, visitors and patients is professional at all times.
- They contribute to building strong working relationships within the Estates team and contractors.
- They attend regular team meetings and are willing to co-operate and support team members in order to maximise the efficiency and effectiveness of the Estates service. These meetings will include Toolbox and Trade Discipline meetings.

3. Key areas of responsibility

1.	Understand the workings of engineering services and systems in NHS/Trust premises. Ensuring that they are maintained to a high standard and that all plant and equipment are utilised in a safe and efficient manner.
2.	To ensure any fault, defect or malfunction of plant, equipment or fabric of the trust buildings are speedily reported to the relevant supervisor/manager in order to affect appropriate repair.
3.	Identify and communicate defects and action plans to the supervisor by undertaking physical inspections, when undertaking normal course of duties and reviewing statutory inspection reports, observations for the way building /plant /equipment is being operated and used and from information in the CAFM system
4.	Support the development of quality management processes and capture tasks undertaken in simple flow charts reflecting the steps and procedures used.

5.	Undertake statutory temperature outlet testing and maintenance of domestic water systems and components and record results, all to be compliant with legionella risk assessment and related guidance.
6.	Review results and identify and undertake action to address non-compliant and adverse results and record all actions.
7.	Take proactive steps to identify improvements to domestic water systems and controls including undertaking flushing and operational practices in order to minimise risks of legionella and other organisms to protect patients and people using the buildings.
8.	Undertake remedial works to domestic water systems to minimise risks compliant with legionella guidance and particularly removing dead legs.
9.	Undertake statutory and non-statutory testing such as portable appliance testing, panic and plant alarm systems and monthly generator testing
10.	Comply with processes and policies and identify defects and observations and means of achieving continuous improvement.
11.	Use the CAFM system to receive, update and close off requests and update records. Extract information on the Estates and assets.
12.	Raise a request to cover all activities undertaken to ensure Estates has full visibility of trade staff hours, productivity and activities for trend analysis and continuous improvement. Including absences, training and meetings.
13.	During emergencies and urgent work, undertake work outside your discipline; to work closely and in a supportive way with other trades and develop skills in other disciplines.
14.	Co-operate fully with Supervisor checks and audits.
15.	To carry out work unsupervised for all trades/activities within the department safely and within skills and experience level.
16.	Assist with breakdowns of service equipment, carry out testing, maintenance, diagnose faults and carry out appropriate and timely repairs in all engineering services plant and equipment.
17.	Assist Craftsmen undertaking engineering repairs, new works, manufacture, assemble/erect, use test equipment. Where required to do so, assist contractors and subcontractors which may involve installing specialist equipment and or plant.
18.	Assist in the service, maintenance and repair of the building fabric and engineering services, all plant and equipment in connection with the Trust's Planned Preventative Maintenance scheme.
19.	Assist with grounds maintenance/labouring duties if required and to carry out cleaning duties such as plant rooms, ducts and drains using appropriate chemicals and cleaning products. Safe handling and usage of such materials to be a priority.
20.	Ensure work undertaken is completed in a timely manner and that appropriate records are updated through the CAFM system and any other records.
21.	Use all tools, service and test equipment provided to assist in the maintenance and service of electrical, mechanical and BEMS plant/equipment and to use and maintain personal protective equipment when it is a requisite of the job.
22.	Use and maintain all relevant tools and equipment necessary to carry out the duties of the post effectively.
23.	Work collaboratively, understand the inter-relationship between the various trades and other estates staff, carry out a varied range of work outside main trade. e.g., assist with the connection and disconnection of electrical plant. Diagnostics and testing of electro/mechanical equipment.
24.	Instruct and pass on knowledge and experience to other members of the Estates Team
25.	Ensure the safe, secure, storage and usage of plant, equipment, stock and tools.
26.	Be available to undertake emergency and urgent works, which includes working outside normal working hours or through breaks from time to time. Overtime will be paid at established rates, or the Supervisor may authorise time off in lieu.
27.	Participate in the Estates on-call rota as required.
28.	Be able to work from ladders, steps and scaffolds as required in accordance with current regulations.
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30. To undertake training where necessary, either on or off site, to learn new techniques and gain further knowledge and skills and comply with legislation and competence requirements of the post. This shall include: <ul style="list-style-type: none"> • Undertake RMH and other mandatory training. • Undertake multi-skilled training and work other than in core discipline /trade. • Undertake training on developing skills and experience and operating and maintaining new equipment, tools and assets /infrastructure. • Undertake multi-skilled training and work other than in core discipline /trade. • Undertake work with other trades /supervisor /contractors /other specialists in order to support delivery of Estates services as well as learn new skills and increase experience. • Undertake work which is outside core discipline under guidance and supervision in a safe manner in order to increase skills and experience. • Support other trades within the team and other user departments as instructed by the Supervisor, particularly for emergencies and major incidents
31. Develop rapport and empathy with other staff groups, patients and visitors where this is necessary to support job completion.
32. Fully comply with fire and health and safety policies and procedures. Remain vigilant and report any hazards, risks, non-compliances or opportunities for continuous improvement. <ul style="list-style-type: none"> • Undertake Fire Warden Inspections and create reports on defects and non-compliance. • Maintain workplace /workshop /stores and plant rooms in a clean, tidy and organised manner. • Undertake risk assessments and method statements of the work you will be. • Complete incident forms for accidents, near misses and incidents use Trust reporting systems. • Observe all risk assessments and method statements and use PPE. • Remain vigilant to hazards and risks and undertake on the spot risk assessments whenever required to maintain safety for all. • Support sustainability and environmental compliance and improvement identify suggestions to minimise impacts and improve.
33. Capable of using Trust IT and basic computing systems such as logging onto a PC, using outlook calendar and e-mail, using Trust intranet site to acquire information and access the telephone director and use the CAFM system.
34. Observe and comply with the current security policy in relation to personal behaviour and the protection of the trust property and buildings

3. General Data Protection Regulation

- 3.1 You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer

4. Safeguarding and Wellbeing of Children and Vulnerable Adults

- 4.1 The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of

robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce. All staff are expected to be aware of national, organisational and departmental policies and procedures on safeguarding and promotion of the wellbeing of children and vulnerable adults and should be able to communicate this to others

5. Health and Safety

- 5.1 All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

6. Customer Service Excellence

- 6.1 All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

7. Emergency Planning

- 7.1 In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic

8 Equality and Diversity Policy

- 8.1 The Royal Marsden NHS Foundation Trust is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation

9. No Smoking Policy

- 9.1 There is a no smoking policy at this Trust

10. Review of this Job description

- 10.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization

11. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Education/Qualifications		
A good standard of education with manual dexterity GCSE at minimum grade C or equivalent in English, Maths and Science /Physics	Essential	CV/Application forms Original Certificates/diplomas
Service training certificates. Working towards NVQ/City & Guilds Level 2 qualifications or similar in Electrical, Mechanical/Plumbing or Building Services. Experience of working in a large organisation. Evidence of self-advancement Engineering Design Technology at GCSE or equivalent	Desirable	

Experience		
<p>A number of years within a maintenance environment.</p> <p>Able to use all tools and equipment.</p> <p>Demonstration of manual dexterity and a safe use of basic workshop hand tools</p> <p>Experience of working in a Hospital Estates department using CAFM, ISO 9001 QMS, Operation & Maintenance Manuals, Building Management Systems.</p>	<p>Essential</p> <p>Desirable</p>	<p>CV/Application Form/Interview</p>
Physical		
<p><u>Circumstances</u></p> <p>Able to work on both sites and to be flexible to meet the needs of the role</p>		
Skills Abilities/knowledge		
<p>To work co-operatively with skilled colleagues and under the minimum of supervision.</p> <p>General knowledge in respect of engineering maintenance</p> <p>Confirm commitment to complying with The Trust Values</p> <p>A knowledge of the NHS, its structures and objectives and their application within the Trust</p> <p>Knowledge of allied trades.</p> <p>Self-starter able to work with the minimum of supervision. Work under pressure</p>	<p>Essential</p> <p>Desirable</p>	<p>Interview</p>
Other Requirements		
<p>Well-developed interpersonal skills, honest, reliable and have confidence to communicate effectively at all levels. Able to prioritise work, versatile, confident and flexible in approach to work. Open to change. Ability to make sound judgements and act accordingly.</p> <p>Full awareness and understanding of Health and Safety legislation in respect of work function.</p> <p>To be physically fit and capable of meeting manual handling criteria.</p>	<p>Essential</p>	<p>Interview</p>

<p>To be prepared to work at heights, adverse conditions i.e., Heat, dirt, and cramped conditions. Demonstrate previous experience of being able to learn manual skills and put them into successfully and safely in practice.</p> <p>Working on own initiative. Emotionally robust</p>	<p>Desirable</p>	

The above attributes have been identified by management to be necessary for this post and will be used when short listing applicants for interview.