



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of Mechanical specialist (Plumber/Fitter) Division of Facilities



**GOOD TO
OUTSTANDING**



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining Team NWA Anglia FT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey', with a long horizontal flourish extending to the right.

Hannah Coffey Chief Executive Officer

Job Description

JOB TITLE	Mechanical Specialist (Plumber/Fitter)
GRADE	Band 5 + On Call + RRP
HOURS OF WORK	37.5hrs. per week Rostered on call – Schedule subject to change as department needs dictate
DEPARTMENT	Estates And Facilities
BASE	Your primary base will be Stamford Hospital. Travel between NWA Hospital sites will be required
RESPONSIBLE TO	Estates Officer (Operations)
ACCOUNTABLE TO	Estates Manager

Background and Context

Job Summary

To undertake all advanced/complex mechanical maintenance covering:

- Day to day defects
- Planned preventative maintenance
- Installation work/projects

- Authorised Person duties

Be an effective member of the in-house maintenance team.

Have experience and developed skills in heating, plumbing and ventilation.

All with the intention of achieving optimum performance, operation and energy saving of Trust's assets.

Installs, maintains, services and repairs full range of estates services equipment within a defined area (e.g. air handling units) or across all relevant areas of their trade.

Complete planned preventative maintenance schedules on various plant and equipment using specific tools and equipment and utilising highly developed skills necessary for relevant accuracy. Input information onto Planet FM computer program and utilise to best plan workload. Update regularly to keep abreast of development of the Trust/Hospital.

Respond to all type of works, working from Planned Maintenance Schedules, Help Desk Requisitions and verbal instructions.

Provides technical advice to other estates maintenance staff and

Contractors to ensure compliance with safety standards and procedures.

Willing to be trained to undertake AP duties in other disciplines such as Medical Gas, pressure systems or ventilation etc.

Play an active role in maintaining a safe, efficient, working environment by providing a range of effective day-to-day engineering and technical services to the site.

Able to forward plan resource needs, i.e. types of tools and equipment used for each task. Ensuring Health & Safety and COSHH regulations are adhered to at all times.

Undertakes condition surveys, evaluates inspection reports.

Key Responsibilities

The post holder will:

Play a key role in the delivery of planned preventive maintenance regime as instructed by their line manager/team leader

Assess, manage, and recommend appropriate engineering solutions and technical demands, for example carrying out fault finding on complicated and technically challenging equipment and services then determining appropriate actions required to rectify situation

Interpret technical drawings and specifications, produce technical assessments and options for a range of engineering related issues

Moving assets, delivering parts and equipment around the site, as well as safe use of tools and equipment in line with regulation. Ensuring adequate plant, consumables, materials, and other resources are available for all tasks through procurement of required spares.

Work closely with other crafts persons, team leaders and managers to ensure all tasks are completed within the established priority time scales.

Ensure that team leaders and managers are fully informed and kept up to date on any issues that will delay performance against KPI's or SLA's

Ensure that all documents issued by the help desk are properly and clearly completed in line with management instructions.

Conducting Statutory testing and inspection programmes, including the coordinating role for service shutdowns and new works

Co-coordinate activities with other works disciplines to ensure efficient and safe working practices are achieved and observed at all times.

Initiate work orders to team leaders for new works, breakdowns, planned maintenance / inspections and associated works.

Communicate to Managers, contractors, and other healthcare professions to provide advice, guidance, technical support, and instruction to ensure the efficient and safe operation of services and equipment.

Will be required to participate in an on-call roster to attend to out of hours calls when rostered, to ensure the site always has business continuity.

Observe and comply with the Trusts policies and procedures They will also have an input into the review of existing policies and the development of new estates policies and procedures to ensure the department is fully compliant with statutory requirements.

Will be expected to take advantage of relevant learning opportunities and develop skills and competency standards in line with technological developments, operational needs, industry best practices etc.

Develop junior members of the team by on-the-job training as well as passing on of guidance and experience.

Attend all Asbestos and Legionella Awareness training as required and maintain their own mandatory training requirements as required.

Shall perform any other tasks as deemed reasonable by line manager, or senior managers, within their skills and capabilities and will need to be flexible, to meet the needs of the service

Provide and receive routine information; provide training to groups. Communicates technical issues, safety requirements to other staff, patients, contractors, provides technical training to groups of staff/contractors.

Undertake any other similar duties in line with the key purpose of the job at the request of the Estates Management.

Candidate must have minimum 3 years' experience as a qualified Plumber.

Key Working Relationships (organisational chart)

To carry out services for all directorates within the site working to planned maintenance schedules, help desk requests and verbal instructions as required. Good verbal and IT (Information Technology) communication skills are required along with a pleasant and flexible approach to dealing with a wide range of people and disciplines.

Working with:

Team Leaders

Capital Projects Managers

All members of the Estates and Facilities

Management All Trust managers and staff

External suppliers and contractors

Clinicians and specialists

Main Duties and Responsibilities

A. Communication responsibilities Individuals

must:

Be reliable, motivated, willing to work individually or as part of a team, with minimal supervision.

Be able to communicate with managers and other healthcare professionals where required, via emails or face to face, including compiling reports as required by Managers

Maintain communications with all parties, responding to queries around service requests and providing advice on why work may be required, including call outs with 3rd parties

Present and interpret technical information on why failures have occurred, potential loss of service and risk in the appropriate format, suitable for operational staff up to senior management level

Train estates staff on the correct operation and maintenance of the technically complex systems across the hospital site.

B. Planning and Organisational

Ensure all works are carried out in compliance with healthcare & industry standards, including directing members of the wider Facilities team.

Ensure adequate plant, consumables, materials, and other resources are available for all tasks.

Ensure all staff are kept aware of works planned, tasks in hand, delays, and the timescales.

The post holder will be expected to receive work requests and complete these within standard agreed timescales, complying with policies and procedures applicable to the trade, including any internal service level agreements related to timescales of work.

The post holder will organise, plan, and manage on-going and some longterm engineering maintenance plant replacement programmes. The post holder must constantly review and change these plans to meet the service requirements which will involve coordination with various wards, departments and specialist service providers concerning:

C. Patient services includes Professional / Clinical responsibilities

Work in patient occupied areas, such as wards, clinics etc. with minimal impact

At all times work safely within your own skills set, ensuring services are maintained so that patients receive the best care whilst on site

Ensuring clinical areas are maintained to the correct standards providing a safe environment for patients and staff to work in

D. Mental Effort

There is a frequent requirement for the post holder to have significant periods of concentration, this is particularly relevant to fault finding and breakdowns.

The post holder will be expected to be able to carry out inspections, identify faults, work to a high degree of precision and utilise technical equipment, tools, and machinery, within their level of competency.

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The post holder may be exposed distressing or emotional circumstances occasionally, counselling is offered to person affected by such events.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients, and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of Northwest Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery
- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery, and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients, and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements.

Nonadherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction. **North West Anglia**
NHS Foundation Trust

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected. **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.