# Job Profile

## Job Title: Maintenance Coordinator

## Directorate: Business & Finance Services

## Reports To: Senior Workplace Services Coordinator or National Centre Senior Workplace Services Coordinator

## Matrix Reporting To: N/A

## Disclosure Check Level: None

## Date created/last reviewed: April 2024

## Overall Role Purpose

## The Maintenance Coordinator helps people with sight loss to live the life they choose by coordinating and undertaking maintenance activities associated with the buildings, grounds, gardens, and pool vehicles at the designated location.

## The role supports the safe and efficient management of the site through the coordination of contractors and the completion of reactive issues raised with the Workplace Services team.

## Key Responsibilities

* Complete reactive repairs and tasks across the site, agreeing specifications of work with the Senior Workplace Services Coordinator.
* Maintain the grounds/gardens including basic landscaping (grass and hedge cutting and pathway maintenance) and site maintenance (fencing repairs, external lighting maintenance, grit bins, litter clearance).
* Complete planned preventative maintenance tasks according to the site-specific schedule.
* Liaise with external contractors to discuss small works requirements, agreeing specifications and obtaining quotations where necessary.
* Support the effective operation of building management systems and other equipment, to ensure optimum operation and energy efficiency.
* Support the work of external contractors on-site, ensuring they have appropriate access, accurate documentation and any site-related information required.
* Undertake regular health & safety/compliance tests and inspections, ensuring accurate records are maintained.
* Ensure site health & safety standards are maintained, ensuring Guide Dogs procedures and guidance are understood and followed.
* Oversee the site pool vehicle fleet including periodic safety checks and routine servicing/maintenance activities via the fleet management provider.
* Support minor repairs, internal moves, and any other works that may be required at other local sites within the region.
* Work as part of an on-call rota to ensure an out of hours response is always available for Workplace Services emergencies.
* Always promote and work within Guide Dogs’ policies and codes of conduct for Safeguarding Children and Vulnerable Adults, Diversity and Data Protection.

## Breadth/Scope of Accountability

### People Accountability

### Number of Direct Reports: None

### Number of Indirect Reports: None

### Number of Volunteers Supervised: None

### Financial Accountability

### Annual Income Accountability: None

### Assets Managed: None

### Budget Accountability: None

### Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies.
* Promote the vision and values of the organisation.
* Engage in continuous personal development.

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time, you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to always advocate for Guide Dogs and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults with whom we work. We expect all our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Proven experience in an in-house maintenance role.
* Education to GCSE level (QCF levels 1-2 / SQCF levels 4-5)
* An understanding of Health and Safety procedures and policies

**Desirable**

* Professional facilities or workplace qualification – equivalent to IWFM level two or above.
* NEBOSH Health & Safety General Certificate

## Job-Related Experience

#### Essential

* Knowledge of and experience in, plumbing, electrical, joinery, grounds maintenance and vehicle mechanics.

## Knowledge

#### Essential

* Knowledge of small tool maintenance, gardening equipment or equivalent.
* Knowledge of health and safety issues relating to maintenance activities, machinery and usage of commercial equipment and materials.
* Knowledge of vehicle mechanics.

## Skills and Competencies

#### Essential

* Effective time management.
* Effective communication skills.
* Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying potentially heavy items/furniture.
* Computer literate.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers, and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they have come from and where they are going. We are open, empathetic, and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers, and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think, and speak. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and as people.

## Safeguarding

If the role does or may involve working with children, young people, or vulnerable adults, or supervising those that do, we will also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups.
* Emotional awareness.
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ES_hkP-6mT5HkPIdVSJhjgABX0S79-IXzzo3zaTw2LoCXg?e=1l7D9i) to view the salary band.