

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Maintenance Shift Specialist |
| **Reports to** | Estates Officer |
| **Band** | Band 5 |
| **Department/Directorate** | Estates & Facilities |

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| **JOB PURPOSE** |
| To deliver a high-quality, efficient, and responsive estates service across the Royal Devon University Healthcare NHS Foundation Trust. The post holder will support the Estates Team by providing out-of-hours engineering cover through a 24-hour rota system.  This role is pivotal in maintaining the safety, function, and compliance of Trust estate infrastructure outside core working hours. As the first point of contact for emergency mechanical, electrical, and building issues, the post holder will manage incidents, coordinate on-call staff or contractors, and ensure safe and timely resolutions — preserving operational continuity and patient safety at all times. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide 24/7 estates coverage as part of a shift rota, acting as the first point of contact for urgent mechanical, electrical and building issues outside normal working hours. * Diagnose, prioritise and respond to emergencies directly or coordinate the call-out of specialist staff or contractors across multiple Trust sites. * Lead and supervise out-of-hours contractors, signing off works across all trades and ensuring safe, compliant completion within agreed timescales. * Independently carry out complex fault-finding, testing, isolation, repair, modification, installation and maintenance of all electrical, mechanical and building systems, plant and infrastructure in line with statutory and Trust requirements. * Deliver reactive and planned preventative maintenance (PPM) to a wide range of clinical and non-clinical equipment specific to the healthcare environment, including HVAC systems, water systems, boilers, generators, fire alarms, nurse call systems, suction, medical gases, hoists, operating tables, patient beds and more. * Maintain high standards of site presentation, good housekeeping and security, ensuring proactive upkeep of estate facilities. * Ensure quality assurance procedures are followed, with full documentation of all works, inspections, testing, portable appliance testing, and use of the Building Management System (BMS). * Communicate effectively with Estates Officers, clinical teams and other departments during outages, shutdowns, incidents or planned works, including invoking business continuity procedures when necessary. * Train, guide and supervise junior trades staff (Bands 3–4 and apprentices), providing practical demonstrations and promoting personal development. * Uphold Trust standards of conduct, including dress code, attendance at mandatory training (e.g., COSHH, fire safety, manual handling), and participation in appraisals and the Labour Performance Management Scheme. * Support cross-trade working by performing minor duties across plumbing, building, carpentry or engineering disciplines where needed. * Contribute to ongoing service improvement and policy development within the Estates Department through feedback, audit, and evaluation of new methods or technologies. * Maintain professional and statutory competence, keeping up to date with legislation, industry best practice and Trust protocols. * Respond rapidly and courteously to reactive maintenance calls using Trust communication systems, acting with urgency, diplomacy and independence. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, as well as external contractors and maintenance providers.  Of particular importance are working relationships with   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Estates Officers | * External Contractors | | * Shift Engineers and Maintenance teams * Clinical and Non-Clinical Departments | * Emergency Responders * Clinical and Non-Clinical Departments | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Work with minimal supervision within defined Trust policies and operational procedures. Expected to make autonomous decisions regarding emergency responses and escalation processes during out-of-hours service periods. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Communicate complex technical information to multidisciplinary teams, clinical staff, and contractors. Requires tact, clarity, and responsiveness, especially during emergency or high-pressure situations. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Use advanced fault-finding and diagnostic skills to resolve a range of mechanical and electrical issues. Frequently compares solutions to determine the most effective and safe outcome. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Plan and prioritises emergency call-outs and maintenance activities independently. Coordinates and supervises contractor activities. |
| **PATIENT/CLIENT CARE** |
| Indirect impact through maintenance of critical healthcare infrastructure. Ensures patient safety via reliable and responsive estates support. |
| **POLICY/SERVICE DEVELOPMENT** |
| Contribute to policy refinement by proposing improvements to on-call processes, response protocols, and service efficiency |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Accountable for the secure and efficient use of equipment, materials and tools. Manages stock and signs off contractor work. |
| **HUMAN RESOURCES** |
| Supervises junior staff and apprentices. Provides training, evaluates performance, and supports staff development. |
| **INFORMATION RESOURCES** |
| Maintain accurate maintenance records and logs. Uses BMS systems and digital tools for reporting and data entry. |
| **RESEARCH AND DEVELOPMENT** |
| Participate in testing and evaluating new systems and equipment. Supports audit and innovation in estates management. |
| **PHYSICAL SKILLS** |
| High level of manual dexterity required for intricate repairs and maintenance involving fine tools and instruments. |
| **PHYSICAL EFFORT** |
| Frequent manual handling of heavy equipment and materials. Tasks often require prolonged standing, bending, and use of tools. |
| **MENTAL EFFORT** |
| Requires frequent intense concentration to diagnose faults and assess emergency situations, with regular interruptions and unpredictable workload. |
| **EMOTIONAL EFFORT** |
| Occasionally required to manage challenging behaviours and work in emotionally distressing environments such as clinical incident sites. |
| **WORKING CONDITIONS** |
| Regular exposure to noise, dust, mechanical hazards, body fluids, and working at height or in confined spaces. Also includes night shifts and working in isolation. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | **Maintenance Shift Specialist** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Apprentice-trained mechanical or electrician tradesperson * HNC or demonstratable equivalent in mechanical or electrical discipline with proven experience * Legionella (Competent) * Medical Gas Competent Person or LV Competent Person * Supervisor Training * Boiler Operators Course * Evidence of a Degree or equivalent experience | ✓  ✓  ✓ | ✓  ✓  ✓  ✓ |
| **KNOWLEDGE/SKILLS**   * Ability to install, maintain and repair complex mechanical or electrical services, plant and equipment * Specialist knowledge of coordinating an On-call system or similar * Multi-skilled * Computer literate | ✓  ✓  ✓  ✓ |  |
| **EXPERIENCE**   * In-depth and continuing experience in mechanical, electrical building services, preferably within a Hospital environment * Coordinating an On-call system or equivalent * Working on other engineering/trade systems | ✓  ✓  ✓ |  |
| **PERSONAL ATTRIBUTES**   * Ability to work alone or as part of a team * Good interpersonal skills * Ability to learn new skills * Ability to work unsupervised, prioritise workload and work under pressure. * Able to complete and maintain accurate work records. * Good communication skills * Ability to be empathetic * Handle difficult or emotional situations * Good organisational skills | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Ability to travel between sites * Undertake out of hours working when required | ✓  ✓  ✓ |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  |  |  |  |
| Noise (over 80dBA) | Y |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | Y |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |