

JOB DESCRIPTION

JOB TITLE:	Estates Officer
GRADE:	Band 4
REPORTS TO:	Head of Site / Support Services Manager
KEY RELATIONSHIPS:	Chief Executive Officer, Directors, Medical Staff, Heads of Department, All Hospice staff and volunteers, ICT Network Support Manager, Contractors, Suppliers, Members of the Public, Other Organisations
RESPONSIBLE FOR:	This role does not have line management responsibility

JOB SUMMARY

The Estates Officer plays a vital role in maintaining a safe, functional, and welcoming environment across all hospice buildings and grounds. This includes carrying out planned and reactive maintenance, supporting compliance with health and safety regulations, and ensuring the smooth operation of facilities and equipment. The role also involves working closely with internal teams, contractors, and volunteers to deliver high-quality support services.

MAIN DUTIES AND RESPONSIBILITIES

- Perform routine and emergency maintenance on buildings, equipment, and grounds
- Conduct statutory compliance checks (e.g., fire alarms, PAT testing, PUWER)
- Supervise and coordinate on-site contractors, ensuring all documentation is in place
- Support minor building works, refurbishments, and accommodation moves
- Provide caretaking and portering services across departments
- Assist with vehicle maintenance and fleet management
- Maintain accurate records of maintenance activities and audits
- Support hospice events and fundraising activities as required
- Ensure all work is carried out in line with health and safety policies and hospice values

Additional Information

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice and the Council of Management.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with individuals and their loved ones and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to individuals and their loved ones, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

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PERSON SPECIFICATION

JOB TITLE

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative		
Compassionate – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.	E	
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	E	
Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	E	
Qualifications & Training		
<input type="checkbox"/> Trade qualification or equivalent experience in building maintenance	E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Strong problem-solving skills and ability to work independently	E	
<input type="checkbox"/> Excellent communication and interpersonal skills	E	
<input type="checkbox"/> Full, clean UK driving licence	E	
<input type="checkbox"/> Ability to lift and move heavy items	E	
<input type="checkbox"/> Experience in a healthcare or hospice environment		D
<input type="checkbox"/> PAT testing certification		D
<input type="checkbox"/> Proficiency in Microsoft Office		D
Experience		
<input type="checkbox"/> Experience in building maintenance		D
Other Requirements		
<input type="checkbox"/>		

I confirm that I have read the Job Description/Person Specification and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: