



**Royal Star
& Garter**

Care with courage



Facilities Technician – High Wycombe

Candidate information pack





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The role at a glance

Title: Facilities Technician

Location: Royal Star & Garter,
Hughenden Avenue, High
Wycombe, Buckinghamshire,
HP13 5GG

Reports to: Facilities Engineer

Hours: 37.5 per week

Salary: £27,180

Contract: Permanent

More information:

Usha.nair@starandgarter.org



Welcome to Royal Star & Garter

Thank you for your interest in the position of Facilities Technician. In this role you will be an integral part of a skilled team of six, looking after our Home in High Wycombe. We have three Engineers (one based in each home) and are looking to recruit a Technician to be based in our High Wycombe Home, but able to travel to the other locations when required (we have already recruited two other Technicians).

You are likely to have a high level of DIY skills and good attention to detail. The role will require you to be able to work independently and take pride in finish and workmanship.

You will be required to work alongside the Engineer, spending time to help understand the cause of an issue and help to resolve it with the best long-term solution or making things safe until the correct solution can be arranged.

Our buildings are all purpose built to a high standard, utilising high quality products that (by design) are there to make the environment for our residents, pleasant, safe and reliable. Your role is to ensure that the environment stays in first class working order, that our assets are well maintained, and the staff and residents are safe.

From time to time, your skillset may be required to assist one of the other locations to share your knowledge or simply help out on a multi-handed work stream. You'll be asked to work on equipment that you may not have seen before but applying your logical/systematic approach I'm confident you will help to find a fix or a solution to meet the residents needs.

Still interested? Then I look forward to meeting you at interview.

Kindest Regards,
Martin Goldman
Director of Operations

Job description

Purpose

- Ensure the upkeep of the home buildings, undertaking routine compliance duties, ensuring an excellent first impression for our residents and staff.
- Be an active member of the Operations team in creating and maintaining an outstanding and safe environment for our beneficiaries and staff, supporting their every need.

Compliance:

- Undertake preventative routine Legionella procedures including temperature testing and flushing to maintain water safety in the home.
- Undertake regular life safety system testing (eg: Fire and Emergency Lighting)
- Responsible for maintaining the safety of the external areas during inclement weather.
- Portable Appliance testing (once fully trained which will be provided.)

Building Condition:

- Maintaining physical elements of the building in an excellent state of repair, including painting, decorating, basic repairs, lighting cleaning and changes.
- Preventative maintenance tasks in connection with drains and de-scaling.
- Simple repairs to furniture and flooring.
- Ability to make an area safe for further works to follow.

General Duties:

- Responsible for being first response to reactive maintenance tasks generated by the CAFM system.
- Furniture removals, general stock control and portering duties.
- Tidiness and safety of bin store
- Organisation of periodic waste collections from basement carpark.

This is not an extensive list and there is a requirement to adhere to any other reasonable management requests.

- Some travel to our 3 other sites will be required
- There may be a requirement to infrequently work "out of hours".
- Part of the Emergency response Out-of-hours Roster for all locations.

Key responsibilities

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team

to Usha Nair

Usha.nair@starandgarter.org

Person specification



Essential behaviours /characteristics

Self-motivated, pro-active and able to manage a varied workload making sound decisions regarding prioritisation of tasks
Good attention to detail
Able to work independently
Taking pride in finish and workmanship

Essential experience

Good standard of communication (English & Maths) Written and Oral
Good basic IT Skills, Email, Excel, Word etc.
Understanding of technology (Mobile devices)
High level of DIY skill
Excellent communication skills

Desirable experience

Building Maintenance experience
Ex tradesman background – Carpentry / Decorating



Mandatory requirement

In line with the amendment to the Care Act the successful candidate must be Covid-19 fully vaccinated

Our values



With love



We carry out our work with love, care and compassion.

Living positively



We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.

As a family



We work and live as one team, one family, one community.

Standing in their shoes



We show admiration and respect for people and never forget what they have done.

Take courage



We are not afraid to do what is right and what is needed.

Offer



Although we are a charity we offer a generous package

- Salary of £27,180
- 37.5 hours per week
- 25 days holiday per annum plus 8 bank holidays
- Flexible working available
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- Learning and Development – fully funded opportunities to support you in your role



About us

Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



About us

Our future

Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' well-being in mind.

