



## JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice  
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

**Job Title:** Retail Caretaker  
**Responsible to:** Head of Marketing & Income Generation  
**Hours:** 37.5 hours per week  
**Salary:** £25,147 to £27,596 FTE depending on experience  
**Developed:** April 2024

### Mary Ann Values: I Matter

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "I Matter" stays at the centre of its ethos.

<i>Individual</i>	<i>Matter, important</i>	<i>Appreciated</i>	<i>Trusted</i>	<i>Time invested</i>	<i>Engagement</i>	<i>Respected</i>
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### Job Summary:

This is a permanent role to ensure the ongoing repairs and maintenance of our retail shops are carried out safely, efficiently and in the most cost-effective manner. Liaising with contractors to confirm that all health and safety regulations and guidelines are adhered to and helping to minimise impact on the running of the shops. The role includes responsibility for general driving duties and delivering and collecting supplies as required around the local community.

The postholder's activities contribute to ensuring Mary Ann meets its income generation targets whilst adhering to all regulatory responsibilities.

### **Principle Duties & Responsibilities:**

1. To plan, arrange and co-ordinate an ongoing calendar of required repairs and maintenance plans for all retail shops.
2. To carry out regular health and safety, fire, and other regulatory checks / audits at all retail operations.
3. The keeping of records for work requested and completed.
4. To be responsible for regularly inspecting the fabric of the retail premises including roofs, guttering, interior and exterior decoration, drains, electrical and plumbing services, boiler installations and plan any maintenance due.
5. To initiate/undertake agreed repairs or arrange for external assistance if outside of the remit of Hospice staff.
6. Liaising with contractors and staff/volunteers to ensure any works are carried out safely, efficiently, to high standards whilst minimising impact to day-to-day retail activities.
7. To work with the retail teams to help improve security of the retail premises and for staff and volunteers.
8. Ensuring external areas are safe for all staff, volunteers and customers.
9. To assist with carrying out an efficient delivery service, as needed, between the Hospice and retail premises.
10. Key holder to lock up and/or open Hospice buildings and for emergency contact, out of hours, as required.
11. Providing emergency collaborative premises support across the sites including business continuity actions arising from critical incidents such as fire, flood, and extreme weather.
12. To work closely with the Hospice's caretaker helping to cover work during any absences.
13. To assist and co-operate, as required, at functions and income generation events.
14. To undertake any training needs to fulfil the role required

### **Key Working Relationships:**

- To establish and maintain links with external contractors.
- To establish and maintain links with all Retail Staff.
- To establish a strong and mutually beneficial relationship with Mary Ann's Caretaker.
- To work with other Mary Ann departments in raising awareness within the community about the hospice's work and care provided.

### **Standard Requirements of all Mary Ann Staff:**

- To be flexible and adapt to the needs of the department and your team.
- To maintain and promote a good team working relationship across the organisation.
- To maintain strict confidentiality and always adhere to data protection policies.
- To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies and Procedures, and COSHH.



- Mary Ann operates a strictly no-smoking policy whilst on duty and on the premises.
- Exercise responsible stewardship of Hospice resources.
- Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
- To have an understanding and demonstrate regard for Mary Ann’s values, vision, mission, and strategic aims.
- Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- To participate in annual performance appraisal, where the job description will be reviewed, and objectives agreed.
- Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann’s Policy.
- To participate in surveys and audits as required by the service in relation to your role.
- Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
- To accept temporary redeployment within any part of Mary Ann should the need arise ensuring hospice goals and objectives are met.

**This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.**

**Signed Employee:**

**Date:**

**Signed Line Manager:**

**Date:**

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>English/Maths GCSE Grade C/4 or equivalent qualification in Level 2 Numeracy and Literacy.</li> </ul>	<ul style="list-style-type: none"> <li>Vocational qualification or equivalent.</li> <li>NVQ if appropriate.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>General all-round practical premises knowledge.</li> <li>Experience of undertaking basic repairs, maintenance and DIY skills including basic joinery and decoration skills.</li> <li>Awareness of current Health &amp; Safety legislation and requirements.</li> <li>Working effectively as part of a team.</li> <li>Project Management.</li> </ul>	<ul style="list-style-type: none"> <li>Ordering equipment and supplies.</li> <li>Specific knowledge/experience in one specific skill set area, e.g. decoration, joinery.</li> <li>Working with Volunteers.</li> <li>Record keeping.</li> <li>Experience in a health care setting.</li> <li>Prior experience of working collaboratively as part of a team.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Self-motivated, positive, and passionate.</li> <li>Adaptability, flexibility and able to use own initiative.</li> <li>The ability to communicate, at all levels, verbally and in writing, clearly and easily, both within and outside the organisation.</li> <li>Friendly, professional manner conducive to forming good working relationships.</li> <li>Good time management skills.</li> </ul>	
<b>Aptitudes &amp; Attributes</b>	<ul style="list-style-type: none"> <li>Highly motivated with high expectations, a positive attitude, good sense of humour and positive can-do attitude.</li> <li>Ability to work with minimal supervision.</li> <li>Able to move and handle loads as deemed suitable for this post.</li> </ul>	

<b>Other Job Requirements</b>	<ul style="list-style-type: none"><li>• Willingness to attend and assist at functions and Hospice events.</li><li>• Able to work flexibly or additional hours on occasions.</li><li>• To be a non-smoker whilst on duty.</li><li>• Hold a current clean driving licence.</li></ul>	
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