



# MECHANICALLY BIASED MULTISKILLED TECHNICIAN

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.





# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Mechanically biased multi skilled Technician (On Call)</b>
<b>Band</b>	<b>5</b>
<b>Directorate</b>	<b>Director of Corporate Services</b>
<b>Accountable to</b>	<b>Assistant Estates Manager</b>
<b>DBS Required?</b>	<b>Standard DBS</b>

## JOB PURPOSE

A fully skilled and experienced maintenance craftsperson, able to work as directed with the minimum of supervision. Whilst the primary task is to undertake mechanical engineering works, the job holder is expected to have a flexible approach and be prepared to turn their hand to a number of building maintenance demands on other disciplines .

To undertake duties in respect of the maintenance of heating, plumbing systems and other mechanical services and equipment in Trust premises.

To carry out multi skill tasks, on, electrical distribution circuits, lighting, fire alarms, and doors windows, and locks, in Trust premises. But within established competence to meet the service needs.

To support and deputise for the assistant managers short term when required ie annual leave, training. To assist in the smooth running of the maintenance team and department.

***Due to the On-call requirement of the post, you must be able to respond to emergency calls within 45 minutes of leaving home and arriving at the base hospital.***

## SCOPE AND RANGE

- The Mechanically biased Craftsperson will be capable of carrying out mechanical work covering a wide and diverse range of equipment and plant. Covering all hospital buildings, services and equipment covered by the Estates/Trust policies.
- The Mechanically biased Craftsperson requires minimal supervision working on their own or in a team.
- The Mechanically biased Craftsperson will be multi-skilled, in all aspects of Mechanical Engineering throughout the Hospital and performs multi skilled tasks which are complex and/or non-routine. Responsible for calibration and fault finding on a wide range of engineering plant and equipment (Low pressure hot water systems, steam raising plant and associated equipment, steam sterilisers and hot and cold water systems).
- Perform a wide range of work of other trades and be sufficiently skilled in the undertaking of multiple skills required in the maintenance of buildings
- Also undertaking maintenance on major/minor repairs, improvement and capital work as directed by management, ensuring compliance with Trust Safety Standards and Procedures.

## MAIN DUTIES OF THE POST

- The Mechanically biased Craftsperson will be capable of carrying out mechanical work covering a wide an diverse range of equipment and plant, will also work in accordance with the requirements of all Health Technical Memorandum (HTM's).
- This demands a comprehensive knowledge and high degree of skill to maintain, test, diagnose and rectify faults within the Hospital building services and equipment.
- The equipment will include, installation and maintenance of hot and cold water services, heating systems, boiler plant (small and large steam plant including condensate pipework) domestic and mechanical equipment, pumps, duct work, air conditioning beds and some complex specialist equipment including sterilizers, vacuum autoclaves.
- To act as Competant person for Health Technical Memorandum (HTM's) disciplines as designated.
- To plan and manage day to day work and co-ordinate with Contractors and other staff members to

arrange for work to be carried out.

- To design, manufacture, assemble and install new work.
- To carry out tasks effectively and efficiently to a high standard and instruct others on aspects of the trade.
- To work with and assist others Trades.
- The craftsperson will actively participate in the operation of engineering planned maintenance systems.
- The Mechanically biased Craftsperson will join the On-Call system responding to out of hours emergency calls from the On-Call Engineer to take appropriate action to make safe or repair, communicating and advising those affected, i.e. staff, patients and visitors etc.
- The Mechanically biased Craftsperson will be required to carry a Trust communication device as and when operational needs require, responding to urgent requests from their Line Manager during their working shift.
- The Mechanically biased Craftsperson will respond to fire calls and assist as directed on site.

## SYSTEMS AND EQUIPMENT

- Responsible for prioritising and managing daily allocated work.
- In general statutory/mandatory or Trust policy will govern the work procedure.
- The Mechanically biased Craftsperson will be able to carry out duties independently without supervision guided by standard operating procedures and operational manuals.
- The Mechanically biased Craftsperson prioritises work, diagnoses problems and establishes the best solution for the problem.
- Comments on policies relating to the department and undertakes surveys/audits as necessary to his own work.

## DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

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## COMMUNICATION AND RELATIONSHIPS

- The Mechanically biased Craftsperson will have a contact with colleagues, contractors, patients, visitors and relative and hospital staff whilst carrying out his duties within the Trust.
- Able to communicate clearly and effectively with the above.

## PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- Required to cope with the demands of a busy maintenance department both mentally and physically.
- Frequent requirement to exert intense physical effort for several long periods.
- Frequent requirement for concentration whilst using machinery, power tools, hand tools and whilst problem solving.
- Occasional exposure to emotional and distressing circumstances, i.e. terminally ill patients, and areas of sensitivity including Maternity, Gynaecology, Urology. Pathology and Mortuary.
- Frequently engaged in heavy repairs and movement of equipment, frequently lifting, pulling and pushing of extremely heavy equipment, i.e. boilers, calorifiers, motors, pumps and pipework.
- Necessity for highly developed physical skills with a high level of hand eye co-ordination and accuracy, including setting pumps, seals, bearings, pneumatic seal controls and pipework installation levels.

## HEALTH AND SAFETY

- To take care to prevent injury to themselves or others who may be affected by their acts or omissions.
- To co-operate fully with the Trust policies and procedures with regard to health & safety and risk management

- To report to their supervisor/manager any shortcomings in health and safety procedures and practice.
- To report any accidents, dangerous incidents or near misses to their supervisor/manager and safety representative as early as possible and to complete the relevant forms.
- To use correct PPE and equipment where required.

## TRAINING

- Undertake all appropriate training including Trust mandatory training. Deliver any update training on specialist areas of expertise to Estates staff.
- To manage on a daily basis apprentices employed under the engineering apprenticeship programme, to ensure the apprentices meet the technical and development objectives. To assist in planning the training programme for apprentices.

## GENERAL POLICIES, PROCEDURES AND PRACTICES

- To comply with all the Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

## WORKING CONDITIONS

- Must be willing to accept flexibility in working hours to meet the needs of the service. This may involve (for those not routinely working shifts) occasional shift cover or emergency cover. Overtime may be required to be worked to meet the needs of the service at the discretion of the management.
- Confined spaces, i.e. air conditioning plant for access to motors and controls, services in ceiling voids and below floors, drains including manholes, also at heights and scaffolding after appropriate training.
- Excessive heat, dust, noxious fumes, noise, i.e. Boiler house work, Plant rooms, Autoclaves and Underground Service Ducts.
- Frequent handling of hazardous pool dosing chemicals, i.e. Calcium Hypochlorite and Sodium Bisulphate and Steam Boiler water chemicals.
- Frequent exposure to body fluids (blood, bedpan macerators & foul sewage)
- Occasional exposure to unpleasant conditions working outside in inclement weather.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Completed recognised apprenticeship in relevant base trade.</li> <li>B/TEC (HNC/HND) or equivalent relevant experience.</li> <li>Demonstrable ability to interpret &amp; fault find on a diverse range of complex electrical/mechanical systems and installations.</li> <li>Health and Safety Qualifications or modules of technical qualifications (IOSH One Day Working Safely, CSCS Bronze card minimum).</li> <li>Or agree to carry out the training.</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Significant in depth experience post apprenticeship.</li> <li>A clear understanding of health and safety procedures in theory and practical application.</li> <li>Installation and/or maintenance experience in an industrial or domestic or commercial setting.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant experience of NHS hospital environment.</li> <li>PLC knowledge and experience</li> </ul>



## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to interpret &amp; work from drawings &amp; specifications.</li> <li>• Demonstrable knowledge of other crafts.</li> <li>• Ability to communicate clearly and effectively with others, mainly verbally &amp; in writing.</li> <li>• Demonstrable competence in dealing with difficult and/or stressful circumstances.</li> <li>• Ability to instruct others on his/her work.</li> </ul>	

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to work without supervision</li> <li>• Awareness of limits of own knowledge and ability/willingness to seek guidance and support.</li> <li>• A willingness to work flexibly and in a versatile manner to cover maintenance on a wide variety of plant &amp; equipment.</li> <li>• Ability to work on own initiative and as part of a team.</li> <li>• Ability to prioritise own work.</li> <li>• A willingness to demonstrate flexibility in their contribution to service delivery in the face of changing service demands.</li> <li>• A focus on customer service</li> <li>• Willing to undertake training relevant to the post.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work overtime</li> </ul>

<ul style="list-style-type: none"> <li>• Willing to engage in new and innovative working practices to improve the service.</li> <li>• A commitment to own continuous personal development.</li> <li>• Basic IT skills or willing to learn</li> <li>• Participation in on-call system</li> <li>• Ability to travel as necessary to meet the requirements of the role.</li> <li>• Ability and willingness to undertake all duties as detailed in the job description.</li> </ul>	
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## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training

as appropriate for the post; and

- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.



# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital