



ellenor.[®]
hospice care in your home or ours

Job Description

Maintenance Support Co Ordinator

Job Title: Maintenance Support Co-ordinator

Department: Operations

Contract Terms: Full time

Salary: £24,595 Per Annum

Location: ellenor, hospice

Responsible To: Facilities Supervisor

Accountable To: Director of Operations

Manages: Volunteers

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).



Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.



Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.



Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.

Scope and Job Purpose:

Role Purpose:

The Maintenance Support Co-ordinator plays a key role in ensuring the effective operation, safety and functionality of our facilities. This position supports the organisations strategic goals by optimising the use of our building and space provision to enhance service delivery and generate income.

Working as part of the Facilities Team, the Maintenance Support Co-ordinator will support day-to-day maintenance activities, coordinate repairs and improvements, and ensure compliance with health and safety standards. Assisting with current procurement processes when required and contributing to the administrative functions that underpin facilities management. A core aspect of this role is to help maximise the use of hospice spaces for internal and external purposes, supporting income generation and community engagement.

Internal key relationships:

- All departments across the organisation
 - Finance
 - Fundraising
 - Retail
 - Volunteers
 - Clinical/care teams
 - IT
 - Hospitality/Building facilities/Housekeeping lead
 - Marketing and Communications

External key relationships:

- Corporates and Individuals interested in booking space
- Advertising outlets
- Partners and stakeholders



Main Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Principle duties and specific responsibilities of the job

Facilities Maintenance:

- Assist with day-to-day maintenance tasks around the building, reporting issues to the Maintenance Supervisor for action.
- Support routine inspections and checks of building systems and equipment to help ensure safety and compliance.
- Help coordinate minor repairs and upkeep, liaising with contractors or internal teams as required.
- Support the upkeep of communal areas and facilities, ensuring they are safe, clean and well-maintained.
- Assist with responding to facilities-related enquiries or issues from staff, helping to resolve or escalate them appropriately.
- Assist with facilities support across shops and the warehouse, ensuring maintenance issues are reported and addressed promptly.
- Support the upkeep of retail spaces, including general repairs, cleaning coordination, and ensuring a safe environment for staff, volunteers, and visitors.
- Help manage warehouse operations support, such as assisting with equipment checks, minor repairs, and maintaining safe storage areas.
- Provide assistance with stock handling and movement, supporting warehouse and shop teams while following safety and operational procedures.
- Support the coordination of building-related tasks in shops and warehouse, liaising with contractors or maintenance teams to minimise disruption to retail operations.



Facilities Admin Support:

- Support the operation of the Facilities Helpdesk system, assisting with the timely logging, tracking and escalation of enquiries and job requests.
- Assist in maintaining and communicating a prioritised jobs list, aligned with the overall schedule of works, in collaboration with the Maintenance Supervisor.
- Support the monitoring and updating of records for planned maintenance and redecoration programmes, helping to ensure effective scheduling and clear communication with relevant departments.
- Assist in maintaining accurate and up-to-date documentation relating to service contracts, maintenance schedules and compliance records when required.
- Support the partnership with external contractors and service providers, assisting the team in monitoring adherence to service level agreements (SLAs) and quality standards.
- Assist with communicating advance notice of works to departments where service delivery may be affected, helping to minimise disruption.
- Support the maintenance and updating of the organisation's asset and inventory records for insurance, operational and audit purposes.
- Support the consistent implementation of site security protocols across all locations, escalating concerns as appropriate.
- Support the monitoring of facilities expenditure against budget, highlighting variances and issues to the Maintenance Supervisor.



Main Duties and Responsibilities:

Room Booking Management:

- Manage room bookings and respond to related enquiries, combining strong organisational skills with effective communication and external promotion to maximise income and space utilisation.
- Facilitate bookings to meet the needs of internal and external users, ensuring a smooth and professional experience.
- Ensure all booking details are accurately recorded, including dates, times and specific requirements such as refreshments, IT equipment, and room setup.
- Provide a positive and responsive service to users, addressing any concerns, special requests, or feedback promptly.
- Use booking software and relevant tools confidently to manage data, streamline processes, and support reporting needs. management and efficient processes.

Administrative and Project Support:

- Assist in maintaining accurate and up-to-date online records and electronic filing systems for facilities and procurement activities.
- Provide support to cross-functional projects, contributing where relevant to the role.

Development, Education and Training:

- Undertake and maintains up to date mandatory training as required by **ellenor** and participate in appropriate education, learning and development.
- Attend statutory and specialised training as required.
- Undertake an appraisal annually and, through self-development, continuously update and improve knowledge and competencies.
- Co-operate fully in the introduction of any new technology and new methods of working as appropriate.
- Take on any other duties that may be reasonably requested.
- Actively contribute to a culture of resourcefulness and best practice to make the best use of time, skills, and expenditure.
- Be able to see opportunities that align with the needs of **ellenor**.



Main Duties and Responsibilities:

General:

- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required.
- Exemplary communication with clients, team members and stakeholders to understand and deliver on needs and requirements.
- Be aware of the staff values of **ellenor** and to behave as a fit representative.
- Quickly address conflicts or changes in requests to find suitable alternatives as required.
- Works flexibly across sites and departments from time to time as may be requested by their managers.
- Provide flexibility and adjusting to the changing needs of the role.
- Be responsible for your own administration.

Health and Safety:

- The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Good standard of general education including English and Math's
- Good level of numeracy

Experience:

- Knowledge of marketing and advertising
- Demonstratable experience of managing projects and co-ordinating bookings with successful outcomes
- Customer service skills and/or relationship management

Knowledge, Skills and Attributes:

- Excellent customer service skills
- Excellent written and presentational skills
- Strong organisational and administrative skills
- Excellent data, numeracy and analytical skills
- Excellent interpersonal and communication skills, both written and oral and the ability to communicate across different departments at different levels
- Ability to reflect on and evaluate own work
- To be able to monitor, control and evaluate projects to ensure successful outcomes
- Flexibility and adaptability to change
- Resilient and able to work in a fast paced and evolving environment

