**Job Description**

**Job Title:** Facilities Team Apprentice (Level 2 or 3, 12 to 18 months)

**Salary range:**  As per government legislation for apprentices.

**Grade:** Apprenticeship

**Hours:** 37.5 hours, with one day release at HGTA (Term time only)

**Department:**  Facilities

**Location:** St Michael’s Hospice, Bartestree

**Reports to:** Head of Facilities

**Job Purpose:** To provide administrative & hands on support within the Facilities Team

**Responsibility Areas:**

Provide support to the Facilities Team:

* Maintaining the filing and scanning of documents onto SharePoint- Facilities Folder
* Administration of the Preferred Contractor List
* Assisting Maintenance Manager with recording of work for Retail Shops
* Labour reporting of Maintenance Staff
* Assisting/covering for Facilities Coordinator
* Monitoring and supporting of Main Reception Rota/arranging cover/providing cover when required.
* Assist with Stationery sourcing, ordering and organisation of the stock room.
* Assist with administration for Housekeeping and Catering
* Be one of the points of contact regarding issues relating to office machinery & equipment within the building [non-medical]
* Provide support for the Re-cycling programme within the hospice.
* Maintain records for the Hospice Vehicle Fleet including the Mobile Hospice Support Vehicle, along with bookings.

**1) Person Specification**

* Experience of using databases and Microsoft Office applications
* Understanding of confidentiality
* Ability to react to changing priorities
* Confident manner

**2) Skills and Behaviours**

* A good eye for detail
* Ability to work well within a close-knit team and wider organisation
* Excellent time management

**Customer focus:** Puts patients and visitors first and is eager to please them. Works hard to meet their needs. Quickly builds rapport and easily establishes relationships with people. Relates well to different types of people, listens, and gets on with them.

**Quality orientation:** Provides a quality service. Maintains high professional standards.

**Planning and organising:** Organises own time effectively and can create own work schedules. Prioritises and prepares in advance. Sets realistic timescales.

**Communication:** Communicates effectively via telephone, email and in person.

**Reliability:** Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

**Resilient:** Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.

**Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

**3) Special Conditions**

* Have the ability to be reactive to situations as they occur while remaining calm and   
  self-controlled.

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers, and staff are treated fairly, appropriately and with dignity and respect.

May 2024