



Maintenance Supervisor

Job Description

Salary	£31,500
Hours	37.5 per week
Contract	Permanent
Responsible to	Head of Estates
Accountable to	Project Manager

Overgate Hospice is an independent charity with a mission to ensure that patients and those close to them live with the best possible quality of life. This is enabled by provision of the highest standard of compassionate and evidence-based specialist palliative and end of life care for adults in Calderdale who have active, progressive life limiting illness.

However, the current constraints of our ageing facilities are making this more difficult than ever. Our ambitious redevelopment plans to modernise and expand our existing facilities will transform the environment in which we care for our patients, as well as meaning we can care for more people who need us. In April 2024, Overgate Hospice launched a capital campaign to raise the funds needed to make these transformational plans become a reality.

Job Summary

The Maintenance Supervisor is responsible for the operational management, supervision, and delivery of estates maintenance services across Overgate Hospice and its retail estate throughout Calderdale. This includes ensuring the safe, compliant, and effective operation of engineering services, building fabric, and infrastructure to provide a safe environment for patients, visitors, staff, and volunteers.

The post holder will lead the Maintenance Support Team, manage contractors, and act as the single point of coordination for maintenance activities, shop refits, and minor capital works. They will ensure effective communication and appropriate escalation to the Head of Estates. A key element of the role is ensuring all maintenance functions consistently meet legal, statutory, and compliance audit requirements, supported by effective use of the online PPM system.

Key Competencies

Strong leadership, supervision, and mentoring skills

Effective contractor and stakeholder management

Technical knowledge of mechanical, plumbing, electrical systems, and building fabric.

Ability to diagnose faults and coordinate timely remedial actions.

Strong understanding of compliance, statutory obligations, and health & safety legislation

Competence in planning, prioritising, and organising maintenance operations.

Flexibility and adaptability to changing operational needs.

Ability to drive innovation and continuous improvement.

Strong communication and reporting skills

Ability to act as a Competent Person where authorised.

Duties and Responsibilities

Leadership, Supervision & Contractor Management

Supervise the Maintenance Support Team, ensuring work is planned and delivered efficiently.

Maintain effective working relationships with contractors, ensuring performance, quality, and safety standards are met.

Ensure contractor documentation (RAMS, insurances, accreditations, permits) is compliant, up to date, and accurately recorded.

Provide leadership, mentoring, and performance management to staff and apprentices.

Estates Maintenance & Technical Oversight

Oversee the operation, maintenance, and compliance of:

Mechanical, plumbing & electrical systems.

Building fabric, joinery, and internal finishes

Painting and decorating

Grounds and gardens

Ensure all engineering services and building fabric are safe, compliant, and well maintained.

Diagnose faults and coordinate timely remedial work.

Monitor the Building Management System (BMS), respond to alarms, and escalate when required.

Planned Maintenance, Compliance & Audit Performance

Plan and oversee PPM, reactive works, and minor improvements.

Use the online PPM system to schedule and monitor compliance and maintain auditable records.

Ensure the Maintenance Team meets legal, statutory, and compliance audit targets (H&S, fire safety, electrical, mechanical, water safety).

Support audits and implement corrective actions as needed.

Shop Refits & Project Coordination

Lead retail shop refits, minor capital works, and refurbishment projects.

Coordinate schedules of work to minimise operational disruption.

Act as the single point of contact for shop refits, liaising with contractors, retail teams, suppliers, and internal stakeholders.

Provide progress updates, report risks, and escalate issues to the Head of Estates.

Health, Safety & Governance

Ensure all works comply with health & safety legislation and Hospice procedures.

Act as a Competent Person where trained and authorised.

Ensure consistent use of permit-to-work systems, risk assessments, PPE, and safe systems of work.

Assets, Logistics & Security

Ensure safe and efficient use of tools, equipment, vehicles, and materials.

Oversee deliveries, storage, and distribution across sites.

Maintain security of premises, including alarm systems and keyholding.

Support waste management in line with policy.

Service Quality & Continuous Improvement

Demonstrate flexibility in meeting changing service needs and priorities.

Proactively introduce new ideas and improved practices to enhance estate performance, compliance, and operational efficiency.

Apply experience in maintenance and estates management to drive continuous improvement across Hospice and retail environments.

Respond promptly to emergency issues, ensuring buildings are made safe and services are restored quickly.

A rotating working pattern in line with service requirements.

Contribute to evolving service needs recognising the job description is not exhaustive and may be reviewed in line with organisational priorities.

Overgate General Duties and Responsibilities

All employees must maintain a safe working environment in accordance with Overgate Hospices Health and Safety policies & abide by the Health and Safety at Work Act (1974).

All employees must undertake relevant mandatory training.

All employees must comply with all Hospice policies and procedures and always maintain strict confidentiality within the guidelines of the General Data Protection Regulations.

All employees must adhere to the Hospice's Standards of Behaviour Framework and Values in all aspects of their work.

This job description is not exhaustive and will be subject to periodic review. The employer and the employee share responsibility to review and amend it as appropriate.

Safeguarding Children and Adults at Risk

All Hospice staff are required to act in such a way that at all times safeguards the health and well-being of children and adults at risk. Familiarisation with and adherence to the Hospice safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

Valuing Equality, Diversity, and Inclusion

All employees should perform their duties in accordance with the values and principles of valuing equality, diversity, and inclusion. It is the responsibility of all employees to support the Hospice vision of promoting a positive attitude to equality, diversity and inclusion of opportunity, to promote inclusion, eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Hospice's Equal Opportunities Policy.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Experience		
Experience supervising maintenance or facilities staff	✓	
Coordinating contractors and external service providers	✓	
Hands-on experience with mechanical, electrical, plumbing, or building fabric maintenance	✓	
Managing PPM schedules and reactive repairs	✓	
Experience working in a regulated or compliance-focused environment	✓	
Experience managing shop refits or minor capital works		✓
Experience working within a healthcare or hospice environment		✓
Skills & Ability		
Strong organisational and planning skills	✓	
Ability to diagnose technical faults and coordinate remedial action	✓	
Competence using digital systems, including PPM software	✓	
Strong communication skills with contractors and stakeholders	✓	
Ability to interpret and apply health & safety requirements	✓	
Full UK driving Licence	✓	
Ability to produce clear written reports or updates		✓
Personal Attributes		
Proactive, solution-focused approach	✓	
Reliable, responsible, and able to work independently	✓	
Professional, approachable, and supportive	✓	
Flexible and adaptable to changing priorities	✓	
Commitment to high standards and continuous improvement	✓	

Attributes	Essential	Desirable
Willingness to develop professionally and undertake additional training		✓