



Job Description & Person Specification

for

**ENVIRONMENT AND MAINTENANCE
MANAGER**

Accountable To:

The Directors

Line Manager:

Clinical and Strategic Director

Hours of Work:

40 Hours per Week

ORGANISATIONAL PRIMARY TASK

“We work with children who have been seriously traumatised by early environmental failure to such an extent that their corresponding behaviour is unmanageable in ordinary homes and schools. The task is to provide a highly supervised and planned environment that integrates residential care and education and is underpinned by a rigorous therapeutic model and understanding. The aim is to help children understand the impact of their pasts and corresponding behaviours and feelings. Enabling them to manage healthy relationships, through which they can achieve the trust and self-esteem essential for their eventual reintegration into the community.”

Job Title: Environment and Maintenance Manager

Location: Children's Therapeutic Community (3 Residential Homes, School, Office)

Job Overview:

The Environment and Maintenance Manager will oversee the safety, upkeep, and continuous improvement of a therapeutic environment for vulnerable and traumatised children (aged 4-11) across three residential homes, a school, and office buildings. You will lead a team to ensure the environment reflects the therapeutic needs of the community and manage maintenance tasks, creative projects, and larger site developments. This role includes compliance with health and safety regulations and budget management, while actively contributing to the therapeutic milieu.

Key Responsibilities

Leadership and Team Management:

- Lead and manage the Environment and Maintenance Team, including recruitment, development, and performance management.
- Prioritise, coordinate, and deploy resources for repair, general maintenance, and improvement projects, ensuring timely and high-quality execution.
- Provide regular supervision and mentoring to team members, promoting a positive and productive work environment.
- Lead by example, actively engaging in hands-on tasks and fostering a high standard of work.

Environmental Management & Therapeutic Care:

- Understand the symbolic significance of a safe, clean, and well-maintained environment as part of a therapeutic community and contribute to the ongoing learning of this within the team.
- Develop and implement a proactive program of maintenance and improvements for homes, school, and office spaces.
- Ensure that the physical environment is safe, clean, and conducive taking into account the children's needs and previous experiences, meeting high standards of tidiness, safety, décor, and cleanliness.
- Participate in and lead creative projects, including opportunities for children's involvement.

Health & Safety and Risk Management:

- Oversee all aspects of health and safety compliance, including fire safety, water systems, electrical and gas safety, and regular inspections.
- Conduct regular risk assessments, implement risk management strategies, and ensure the team follows all relevant safety protocols.

- Ensure compliance with Ofsted, H&S legislation, and other legal requirements, maintaining detailed records and regular reviews of risk assessments, audits, and safety checks.
- Respond to urgent maintenance issues, including out-of-hours on-call support, ensuring immediate resolution of critical repairs.

Project Management and Site Development:

- Lead site development and larger-scale improvement projects, including liaising with directors and other key stakeholders to align maintenance and development with organisational goals.
- Monitor, supervise, and coordinate building projects, working closely with external contractors to ensure compliance with safety standards and budget constraints.
- Develop long-term plans for site improvements and maintain an annual maintenance schedule.

Budget Management:

- Act as a budget holder, ensuring effective allocation and management of the Environment and Maintenance budget.
- Monitor spending on repairs, projects, and equipment to ensure adherence to budget constraints while maintaining high standards of work.
- Approve relevant invoices, maintain clear financial records, and collaborate with the finance team to manage expenses.

General Maintenance & Repairs:

- Carry out or oversee minor building works, including electrical, plumbing, carpentry, painting, and decorating tasks across all sites.
- Maintain grounds, including lawn mowing, pruning, and general gardening tasks.
- Ensure prompt resolution of defects or maintenance issues, utilising the Maintenance Log to track and prioritise tasks.
- Handle waste management, ensuring compliance with environmental regulations and promoting recycling and sustainability efforts.

Compliance and Record Keeping:

- Maintain accurate and up-to-date records of maintenance tasks, inspections, risk assessments, and contractor visits.
- Ensure that all required documentation for health, safety, and legal compliance (e.g., RAMS, safety checks) is properly filed and accessible for inspections and audits.
- Conduct regular reviews of all compliance work, ensuring timely updates and adherence to legal standards.

Collaboration and Communication:

- Maintain positive working relationships with directors, managers, staff, external contractors, and agencies.
- Communicate maintenance plans, project updates, and safety concerns effectively across all levels of the organisation.
- Attend and sometimes facilitate meetings, contributing ideas for environmental improvements and organisational development.

Additional Duties:

- Ensure personal and team adherence to Health and Safety at Work legislation and relevant COSHH guidelines.

- Provide logistical support, including moving furniture and equipment, driving duties as needed, and overseeing the security of buildings and grounds.
- Ensure that all tools and materials are stored securely and appropriately during and after maintenance tasks.

Other Requirements:

- Flexibility to work beyond normal hours in case of emergencies.
- Ability to travel between sites as needed.
- Commitment to continuous professional development, including participation in training and supervision.

Equal Opportunity:

We are committed to fostering an inclusive environment where all employees feel valued and respected. We welcome applications from all backgrounds and promote diversity in the workplace.

This job description is not exhaustive and may evolve in line with the organisation's goals and needs. Flexibility and adaptability are key requirements for this role.

PERSON SPECIFICATION

Specification	Essential	Desirable
Experience	<p>At least 5 years' experience in maintenance work</p> <p>Minimum 3 years' experience working in a management or supervisory role within related fields</p> <p>Ability to work independently with minimal supervision.</p> <p>Experience managing, leading and developing a team</p> <p>Proven track record in carrying out maintenance and repair work to a high standard</p> <p>Experience managing a budget and working within financial constraints.</p> <p>Prioritising workload in order to meet the demands of a therapeutic community</p>	<p>Experience of working in a therapeutic or educational setting, particularly with vulnerable and traumatised children</p> <p>Experience managing challenging behaviour in children or working in a care setting</p> <p>Experience in the building trade (e.g. carpentry, plumbing, electrical work)</p> <p>Prior experience in a children's residential care home or school</p> <p>Experience working with facilities management software or systems</p> <p>Previous experience in</p>

	<p>Experience arranging and supervising external contractors</p> <p>Competence in using common hand and power tools</p> <p>Competence in basic plumbing, carpentry, painting and decorating</p>	<p>developing creative projects or larger-scale site developments</p>
Qualifications	<p>Good standard of general education</p> <p>The ability to demonstrate literacy and numeracy</p> <p>A qualification relevant to maintenance work (e.g building, joinery, plumbing, health and safety)</p> <p>NVQ, City & Guilds, or equivalent in a trade subject</p>	<p>First Aid qualification / Certificate</p> <p>Professional accreditation with an industry related body would be advantageous</p> <p>First Aid qualification / certificate</p> <p>Professional accreditation with an industry related body (e.g., IOSH, NEBOSH)</p>
Knowledge	<p>Understanding of equal opportunities and anti - discriminatory practices.</p> <p>Familiar with confidentiality protocols</p> <p>Good understanding of Health and Safety and legislation and compliance requirements</p> <p>Knowledge of hygiene and cleanliness, and safe working practices</p> <p>Understanding of COSHH and risk assessments, particularly in a care and education environment.</p> <p>Awareness of safeguarding and child protection principles</p> <p>Basic Math, including ability to perform calculations using fractions, percentages and ratios.</p> <p>Able to demonstrate knowledge of child protection and safeguarding</p>	<p>Knowledge of childcare legislation relevant to care homes and educational settings</p>

<p>Skills</p>	<p>Ability to work independently and take initiative.</p> <p>Excellent leadership skills, including coaching and mentoring a team.</p> <p>Ability to work calmly and effectively under pressure.</p> <p>Strong organisational and problem-solving skills</p> <p>Ability to manage multiple tasks and priorities simultaneously</p> <p>Competence in preparing, painting and decorating rooms, including woodwork</p> <p>Competence in small carpentry, plumbing and minor building works</p> <p>Able to interact appropriately and positively with children and build therapeutic relationships.</p> <p>Effective communication skills with colleagues, children and external professionals</p> <p>Excellent time management and ability to meet deadlines</p> <p>Competent in manual handling and able to perform heavy lifting and labour when required</p> <p>Proficient in computer and IT skills, including Microsoft Office (Word, Excel, Outlook)</p>	<p>Ability to plan, analyse, and challenge effectively in team discussions</p>
<p>Personal Characteristics</p>	<p>Calm, confident and resilient under pressure</p> <p>Caring and sensitive approach towards children and staff</p> <p>Enthusiastic, reliable and approachable.</p> <p>Self-aware and reflective in thinking and</p>	<p>Open to personal growth and self-reflection</p> <p>Embraces change and challenges</p>

	<p>practice</p> <p>Commitment to developing knowledge in the Amicus ethos and therapeutic approach</p>	
Honesty and Integrity	<p>Demonstrates a high level of integrity and trustworthiness in all aspects of the role</p> <p>Adheres to professional standards and values, ensuring confidentiality and discretion at all times</p> <p>Able to acknowledge mistakes and take responsibility for resolving issues</p>	<p>Committed to transparent and ethical working practices</p> <p>Acts as a role model of honesty for team members and children alike</p> <p>Proactive in identifying areas for improvement, with a willingness to be open about challenges and solutions</p>
Additional Requirements	<p>Flexible with working hours and physically capable of handling all aspects of the role</p> <p>Full UK driving license required due to travel between sites</p> <p>Willing to undertake out-of-hours emergency on-call duties</p> <p>Willing to undergo a DBS (Disclosure and Barring Service) check</p>	<p>Willingness to work overtime if needed.</p>

The Amicus Community provides regular support and supervision as well as work-related training and development opportunities.

The job description and person specification should be read also with the Therapeutic Practitioner Competencies also.