

Job Description

Facilities Officer

Directorate:	People & Operations	Team/Function:	Estates
People Manager:	No	Direct Reports:	0
Size of team:	3	Grade:	TH5

Job Summary:

Working as part of the Estates Team and reporting to the Estates Manager, the postholder will support the effective day-to-day management of the Hospice estate, including the main Hospice building, retail shops and warehouses. This will include coordinating maintenance and facilities services, supporting Health & Safety and statutory compliance, managing facilities records and equipment, and responding to day-to-day operational requirements.

The role requires a proactive and practical approach, with the ability to identify issues, coordinate appropriate solutions and ensure that facilities are maintained to a high standard. The Facilities Officer will work collaboratively with colleagues, contractors, volunteers and external partners to help ensure that the Hospice's buildings, equipment and services support the delivery of high-quality patient care.

The postholder will also contribute to maintaining a culture of safety, compliance and continuous improvement across the Hospice, ensuring that relevant legislation, regulations, policies and standards are understood and followed.

All Wigan & Leigh Hospice employees are expected to:

- Show commitment to our vision, mission, and values: **Compassion, Accessibility, Respect** and **Excellence** and demonstrate this through their work and interactions internally and externally, and on our behalf.
- Reflect the values of Wigan & Leigh Hospice in all behaviour and activities including alignment with the hospice's strategic priorities
- Be committed to furthering the aims of the charity and developing your own skills to benefit both yourself and the charity.
- Respect our obligations and approaches to health and safety, data protection, equality and diversity and safeguarding compliance and best practice.
- Take responsibility for the safety of yourself and others, raising concerns about anything you feel may put someone at risk
- Promote and safeguard the good reputation of the charity by acting in a way which is ethical and moral, and avoiding any activities that could bring the charity's reputation into disrepute.

Main Responsibilities:

Facilities, Estate & Maintenance Management

- Support the Estates Manager with the effective day-to-day management and maintenance of the Hospice estate, including the main Hospice building, retail shops and warehouses, ensuring premises are safe, accessible, comfortable and well maintained.
- Coordinate maintenance, repairs and planned preventative works, liaising with internal teams and contractors to ensure work is completed safely, effectively and within agreed timescales.
- Monitor the condition of buildings, equipment and facilities, identifying issues and ensuring appropriate remedial action is taken or escalated.

Health, Safety, Compliance & Risk

- Support the Estates Manager in maintaining high standards of Health & Safety and statutory compliance across all Hospice premises, including risk assessments, fire safety, COSHH, DSE, workplace assessments, accidents, incidents and statutory testing.
- Maintain appropriate compliance records and ensure actions arising from assessments, inspections and incidents are followed up and escalated where necessary.
- Liaise with relevant departments and external Health & Safety advisors and support audits, inspections and regulatory requirements, including CQC.

Contractors, Contracts, Equipment & Procurement

- Coordinate and monitor external contractors and facilities service providers, ensuring services are delivered safely, on time and in accordance with agreed standards and contractual requirements.
- Maintain accurate records of contracts, service visits, certificates, expiry dates, equipment, servicing and testing requirements, including PAT testing
- Procure facilities-related supplies, materials and services in accordance with Hospice procedures, ensuring value for money, quality and timely availability, and arrange appropriate remedial action for equipment or service issues.

Operational, Emergency & Business Continuity Support

- Provide practical and logistical support to Hospice departments and volunteers in relation to facilities requirements and contribute to the effective use and improvement of Hospice facilities and resources.
- Support emergency preparedness and business continuity arrangements and take appropriate action during facilities-related incidents to protect patients, staff, visitors, volunteers, buildings and equipment within the scope of training and competence.

Person Specification

About you:

To be successful in this role you will need the following:

Qualifications & Experience	Essential	Desirable
Relevant qualification in facilities management, property maintenance, building services or a related field, or equivalent relevant knowledge and practical experience.	X	
Experience of working in a facilities, property, estates or building maintenance environment	X	X
Experience of managing or coordinating contractors and external service providers	X	
Experience of maintaining facilities, compliance, maintenance or equipment records	X	
Knowledge and understanding of Health & Safety requirements within a workplace environment	X	
Understanding of risk assessments, COSHH, fire safety and statutory compliance requirements	X	
Skills & Abilities	Essential	Desirable
Ability to prioritise workload and manage competing demands effectively	X	
Ability to maintain accurate and comprehensive records and documentation	X	
Ability to work independently while recognising when issues need to be escalated	X	
Practical approach to facilities-related problems and maintenance issues	X	
Ability to understand and apply relevant Health & Safety procedures and legislation	X	
Ability to identify risks, resolve problems and take appropriate action	X	
Personal Qualities & Attributes	Essential	Desirable
Reliable, dependable and committed to providing a high-quality facilities service	X	
Demonstrates a strong commitment to Health & Safety and maintaining safe environments	X	
Comfortable working across different Hospice sites, including shops and warehouses	X	
Calm and able to respond appropriately to emergencies or unexpected situations	X	

Document Control:



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Last Reviewed/Amended:		By:	