

EDGBASTON PARK HOTEL AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Maintenance Assistant
DEPARTMENT	Maintenance
RESPONSIBLE TO	Maintenance Manager

Job Summary

To provide a high standard of maintenance services to the Hotel and Conference Centre, as set out by the specified operational standards. To ensure complete compliance with all relevant health and safety regulations.

Main Duties

Operational

- Provide a high standard of maintenance within all areas of the Hotel and Conference Centre, adhering to the specified operational standards at all times.
- Carry out daily audit checks on all arrival bedrooms, conference rooms and public areas as per set standard. Liaise with the Housekeeping and Reception teams regarding any issues or problems arising. Resolve any immediate issues.
- Carry out weekly preventative checks on all waters supplies in accordance with Health and Safety requirements.
- Transport items within the Hotel (including collecting items from local suppliers, either on foot or in a company vehicle) ensuring this is carried out correctly and efficiently, maintaining a high level of service to the guest at all times.
- Transport linen (on foot) to correct areas of the Hotel when required to support the Housekeeping team.

General

- Empty cigarette bins and litter picking throughout the whole site
- Put deliveries and goods away when required
- Attend to all external areas including outside planting, pathways, entrances and yards maintaining that they are free from debris and in good working order. Liaising with Grounds and Gardens when necessary
- Clear furniture out of bedrooms and flats in preparation for re-decoration works
- Repair of shower cubicles and doors, replacement of sealant
- Tiling of bathrooms, shower areas etc
- Repairing cracks in plaster and redecoration
- Re-fixing floor tiles/sheet vinyl
- Replacement or re-fitting of notice boards and bed base repairs

- Replacing or re-fitting of cooker grill handles and knobs when required
- Carry out checks on landscaping works and window cleaning
- Full redecoration of areas (bedrooms, conference rooms, public areas, back of house areas) including installation of items where required
- Any other minor works arising
- External installations such as bike racks, accessible ramps etc.

Carpentry

- Repairs to doors and windows, changing locks and handles
- Repairs to kitchen units, including handles, edges, shelves
- Repairs to furniture such as desks, beds, tables and chairs
- Re-fitting of coat hooks, letter flaps etc.
- Glazing repairs to ground floor windows etc.

Plumbing

- Replacement of wash-hand basins and plug/chains
- Replacement of showerheads and hoses
- Repair to WC ball valves, cisterns
- Unblocking of sinks/toilets and drains
- Replacing and refitting of toilet seats and lids
- Repairs to leaking valves on radiators

Electrical

- Replacement of light bulbs throughout the site
- Basic repairs to vacuum cleaners, lamps, kettles, clock radios etc.
- Regular auditing of internal and external lighting, reporting to Estates when required
- Report to the Maintenance Manager to receive daily allocated tasks.
- Maintain responsibility for the correct use, signing in/out of issued keys.
- Regular PAT testing of all electrical items.
- Adhere to security procedures regarding guest belongings and securing bedrooms.
- Carry out security checks of the site whilst on shift, liaising with Security if necessary and checking and securing buildings at end of shift, when required.
- Reporting and recording of maintenance problems following the correct service process, liaising with Estates when required.
- Support the Maintenance Manager with stock control of light bulbs, tools, equipment etc.
- Communicate customer feedback to the Maintenance Manager by the correct process.
- Report any defects with departmental equipment to the Maintenance Manager. Report any problems/ issues regarding outside contractors working within the department.
- Carry out any other duties and show flexibility in hours commensurate with the grade of the post as reasonably requested by the management team.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Professional experience of undertaking general maintenance duties, ideally within a public-facing environment
- Experience and knowledge of safe manual handling

Knowledge, Skills and Aptitude

- Reliable, flexible and able to work as part of a team
- Ability to use initiative and to prioritise tasks with the guest in mind
- Willingness and ability to undertake the tasks described in the main duties section above
- Good customer service skills
- Basic IT skills
- Good interpersonal and communication skills (both written and verbal)
- Professional and positive attitude and ability to work under pressure
- Security awareness
- Good knowledge of Health and Safety
- Energy, commitment and enthusiasm
- Flexibility to work shifts including weekends, evenings and public holidays, subject to rota.
- Willingness to extend or change hours/days of work from time to time upon request, dependent on operational requirements
- Knowledge of COSHH (desirable)
- Specialised skills in one of the following trades: carpentry, plumbing, joinery (desirable)

Qualifications

- First Aid qualification (desirable)
- Fire Warden training (desirable)