

## JOB DESCRIPTION

<b>JOB TITLE</b>	Maintenance Assistant
<b>DEPARTMENT</b>	Edgbaston Park Hotel and Conference Centre
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	None
<b>RESPONSIBLE TO</b>	Maintenance Manager

### Organisation Chart

Maintenance Manager  
Assistant Maintenance Manager  
Maintenance Engineer  
**Maintenance Assistant**

---

### Job Summary

To provide a high standard of and maintenance services to the hotel and conference centre and any additional buildings belonging to the Hotel site, as set out by the specified standards/Maintenance manager. The post holder will ensure she/he works within health and safety regulations and adheres to all health and safety policies.

---

### Main Duties

- Put Health & Safety best practices first in all work carried out, ensure compliance with all H&S standards and regulations
- Provide a high standard of maintenance within all areas of the hotel and conference centre, adhering to the specified standards at all times.
- Carry out weekly, monthly and quarterly compliance checks in line with Hotel 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 customer at all times.
- Adhere to the correct use and storage of all chemicals, materials and equipment within the department, in accordance with COSHH regulations.
- Support with out of hours calls
- Adhere to security procedures regarding guest belongings and securing bedrooms.
- Regular PAT testing of all electrical items.
- Communicate guest feedback to the Maintenance Manager by the correct process.
- Undertake general maintenance tasks in all areas of the hotel to deliver high standards, including carpentry, decorating, plumbing and electrical tasks, as instructed by senior maintenance team
- Attend departmental meetings and any other meetings as appropriate.

- To be polite and courteous to all guests, maintaining a good level of customer service at all times, directly assisting guests when required

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any 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**

- Experience in a maintenance role, ideally within a customer facing environment
- Working knowledge of safe systems of work and health & safety processes
- Significant maintenance repairs experience with proven practical working knowledge and experience of a range of building trades.

### **Knowledge, Skills and Aptitudes**

- Knowledge of health and safety regulation
- Familiarity with plumbing, electrical, sewer and HVAC systems
- Excellent time management and organisational skills
- Excellent communication skills and ability to build relationships with colleagues and guests
- Problem-solving aptitude
- Safe use of hand and power tools
- Basic IT skills including the use of Microsoft Office packages
- Ability to work independently and as part of a team
- Ability to work under pressure, often autonomously using initiative and to agreed deadlines
- Proactive and flexible regarding work and working patterns and hours including weekends, evenings and public holidays subject to rota and willingness to extend or change hours/days of work from time to time upon request, subject to operational requirements

### **Qualifications**

- Specialised skills in one of the following trades: carpentry, plumbing, joinery, qualifications in one of these fields would be advantageous
- Qualified First Aider, or willingness to be trained
- Fire Warden trained, or willingness to be trained