

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

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

JOB TITLE	Head of Maintenance
DEPARTMENT	Maintenance
RESPONSIBLE FOR WHICH OTHER POSTS	Assistant Maintenance Manager Maintenance Engineer Maintenance Assistant
REPORTS TO	Director of Operations

Job Summary

To plan, organise, run and develop the service of the maintenance team, providing a quick, effective, first-time response to maintenance requests across the Hotel. To oversee the Hotel infrastructure to ensure functionality and safety. To organise repairs, installations and renovation projects as necessary. To oversee business-wide health and safety compliance.

Main Duties

- Lead and organise the running and development of the maintenance team within established procedures and policies. This includes clarifying requirements, monitoring progress and correcting problems to achieve a high-quality service.
- Ensure all H&S audit action points are fully resolved according to the timescales given.
- Direct and manage team members to quickly respond and carry out repairs to faulty or damaged building elements, finishes, fixtures and fittings, mechanical & electrical systems.
- Encourage the delivery of an excellent customer service culture, promoting a hands-on approach at all times.
- Inspect the Hotel regularly to ensure it meets safety standards.
- Arrange for routine maintenance in Hotel rooms, lobbies, kitchens.
- Organise repair projects in a manner that does not disturb guests.
- Act fast to resolve emergency issues (e.g. power outages).
- Full oversight of the water safety management systems and procedures, specifically with relation to legionella compliance checks & actions.
- Find ways to reduce Hotel operating costs and conserve energy.
- Working with department heads to create and maintain uniform H&S folders, complete with risk assessments, COSHH risk assessments, DSE, training records, annual reviews, and more.
- Maintain strong working relationships with members of the Hotel and university teams.

- Ensure full compliance and training for fire safety and fire evacuation procedures, delivering timely hotel-wide training where/when required.
- Ensure base technical competencies of the team are appropriate for the workload.
- Comply with all statutory health and safety requirements.
- Assist contractors where required.
- Manage key relationships with suppliers, contractors and service providers.
- Work within SLAs with external providers, including the University Estates team.
- Maintain all plant equipment, including generators, boilers, air conditioning systems etc.
- Actively contribute to the delivery of an innovative responsive maintenance service.
- Manage the site-based stock areas including purchase of materials, arranging for appropriate stock levels and auditing of stock levels.
- Maintain business-critical equipment, including management of PPM programmes for the buildings(s) and kitchen areas.
- Oversee resources (equipment, vehicles, materials), ensuring that resources and finances are appropriately and efficiently managed.
- Manage the rota system to ensure appropriate resources are available to satisfy demands. (Minimal requirements for the maintenance team would be 8am-8pm, Monday-Saturday, and 8am-4:30pm on Sunday, unless business levels dictate additional resource is required)
- Identify the training needs of the team and prepare training and development plans for the team and individuals using the PDR process as appropriate.
- Statutory compliance adherence and overall management of planned maintenance contracts.
- Pro-active management of resourcing, ensuring maintenance support is provided to our guests in peak times of operation, including evenings and weekends.
- Perform DM (Duty Manager) shifts where required, including weekends on occasion.
- Control expenditure and manage devolved budgets. Pro-active management and procurement of supplies needed to properly maintain the business.

Resources

- Use of handheld electronic devices (e.g. tablets, PDAs) to record and monitor various work activities.
- Use of mobile phone or radio.
- Use of hotel vehicles to transport materials and tools to location of repairs.
- Use of specialised equipment to assist completion of the team's maintenance duties.
- Ensure that all equipment is operated properly in compliance with health and safety legislation and in accordance with the appropriate safe operating procedures.
- Control and manage devolved storage areas and systems.

Standards

- Ensure that jobs are completed within the allocated priority rating and to the required standard.
- Ensure you operate within hotels policies regarding personal hygiene and levels of professionalism.

- Review practices and procedures, and team standards for delivery and improvement.
- Deliver high levels of customer service.
- Deliver multi-disciplinary team working to improve service provision.
- Ensure the team achieve the highest level of appearance standards.
- Respond and act appropriately to requests at all times.

Health and Safety

- To comply with health and safety legislation and hotel policies at all times.
- Oversight of all departmental folders, offering support to department heads in creation and maintenance of their H&S folders & training records.

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

- Significant experience in a maintenance manager role, ideally within a customer facing and multi-site environment.
- Experience of successfully managing, coaching and developing a team.
- Experience of safe systems of work, health & safety processes and online portals and water safety (particularly legionella safety).
- Significant maintenance repairs experience with proven practical working knowledge and experience of a range of building trades.

Knowledge, Skills and Aptitudes

- In-depth knowledge of health and safety regulations.
- Familiarity with plumbing, electrical, sewer and HVAC systems.
- The ability to report on efficiency, productivity, and forward focus to properly manage time & resource.
- Excellent time management and organisational skills.
- Excellent communication skills and ability to build relationships with colleagues and customers.
- Ability to clarify issues objectively and to address them by priority.
- Problem-solving aptitude.
- Ability to influence decision makers and win support for proposals.
- Ability to identify and report difficult situations quickly, precisely and clearly.
- Safe use of hand and power tools.
- 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.

Qualifications

- Recognised CITB or NVQ level qualification.
- Ideally NEBOSH or IOSHH qualified.
- First Aid qualification, or willingness to work towards.

