

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

Job Description

Job Title	Assistant Maintenance Manager
Department	Maintenance
Responsible to	Head of Maintenance

Job Summary

Providing a high standard of preventative and reactive maintenance within all areas of the Hotel and Conference Centre, always adhering to the specified operational standards. Day to day management of Maintenance Assistants.

Main Duties

- Provide a high standard of maintenance within all areas of the Hotel and Conference Centre, always adhering to the specified operational standards.
- 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.
- Adhering to, and leading, on health and safety checks within the maintenance remit.
- Liaising with contractors and suppliers, ensuring RAMS are in place for the former
- Ensuring the maintenance IT systems (internal and external) are kept up to date
- Day to day supervision, coaching and development on Maintenance Assistants.
- Transport items within the Hotel (including collecting items from local suppliers, either on foot or in a company vehicle), maintaining a high level of service to the guest at all times.
- Attend health and safety meetings in absence of Maintenance Manager.
- Attend any other meetings as required, including external meetings.

General

- 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 and maintenance of bedrooms, including shower cubicles and doors, tiling, repairing cracks, redecoration, re-fixing floor tiles/sheet vinyl and replacement or re-fitting of notice boards and bed base repairs
- Repair and maintenance of hotel kitchens, including replacing or re-fitting of cooker grill handles and knobs
- Repair and maintenance of meeting facilities and public areas, including redecoration, fixing of fixtures and fittings etc.

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- Carry out checks on landscaping works and window cleaning.
- Any other minor works arising
- External installations such as bike racks, accessible ramps etc.
- 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.
- Support in the delivery of Social and Environmental KPIs as agreed with Senior Leaders on an annual basis.

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 Maintenance Manager when required
- Replacing switches and sockets in a safe manor.

General Requirements

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- 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.
- Support the Hotel with Social and environmental initiatives.
- 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
- Always Act with integrity and in the interests of the Hotel.

Person Specification

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Experience

- Experience of supervising or managing a team of staff
- Experience of coaching and developing maintenance staff
- Significant professional experience of undertaking general maintenance duties, ideally within a public-facing environment
- Significant experience of managing on-site contractors
- Significant experience of safe systems of working and reviewing and writing risk assessments

Knowledge, Skills, and Aptitude

- Knowledge and skills in a wide range of maintenance activities including basic carpentry, plumbing and electrical works
- Extensive knowledge of health and safety, RAMS and risk assessments
- Ability to use initiative and to prioritise tasks with the guest in mind
- Ability to effectively oversee the work of a small team of maintenance assistants
- Ability to motivate, develop and coach maintenance assistants
- Ability to build effective working relationships with teams across the Hotel
- Reliable, flexible and able to work as part of a team
- Good customer service skills
- Excellent IT skills
- Good interpersonal and communication skills (both written and verbal)
- Professional and positive attitude and ability to work under pressure
- Security awareness
- 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, Electrical (desirable)

Qualifications

- Professional qualification in specialist area i.e. City & Guilds in Carpentry and Joinery or Electrics (desirable)
- IOSH and or NEBOSH training (desirable)
- First Aid qualification (desirable)
- Fire Warden training (desirable)