



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

Job Title	Assistant Maintenance Manager
Department	Maintenance
Responsible for which other posts	Maintenance Assistant and Maintenance Engineer
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 and development of Maintenance Assistant and Maintenance Engineer, fostering an enthusiastic work environment.

Main Duties

- Proactively support the Head of Maintenance to ensure the Maintenance strategy and KPIs are successfully delivered, through the planning, development and continuous review and revision of maintenance tasks.
- Supervise and coordinate daily maintenance activities and staff assignments to ensure efficient operations.
- Coach and develop team
- Conduct regular inspections and audits of the hotel premises to identify maintenance needs.
- Manage repairs and maintenance requests from guests and staff, including but not limited to electrical, decorating, plumbing and carpentry repairs.
- Support the Head of Maintenance in implementing a preventative maintenance programme.
- Ensure compliance with safety regulations and maintain records of all maintenance activities.
- Carry out Duty Manager shifts as required.
- Collaborate with other teams to ensure seamless operations and guest satisfaction.
- Manage inventory and procurement of maintenance supplies and equipment.
- Prepare reports on maintenance activities and provide recommendations for improvements.
- Coordinate with external contractors for specialised repairs and maintenance services as needed.
- Support the Head of Maintenance in managing the maintenance budget, tracking expenses and ensuring adherence to financial targets.
- Respond promptly to guest requests and complaints regarding maintenance issues, ensuring high levels of guest satisfaction.
- Train and develop maintenance team on best practices, safety procedures and equipment usage.
- Maintain accurate records of maintenance activities, work orders and inventory management.



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
- Always Act with integrity and in the interests of the Hotel.



Person Specification

Experience

- Significant professional experience of undertaking general maintenance duties, ideally within a public-facing environment, in a wide range of maintenance activities including basic carpentry, plumbing and electrical works
- Significant experience of managing on-site contractors
- Extensive working knowledge and experience of health and safety, RAMS and risk assessments
- Experience of supervising or managing a team of staff
- Experience of coaching and developing maintenance staff

Knowledge, Skills, and Aptitude

- Ability to use initiative and to prioritise tasks with the guest in mind
- Ability to motivate, develop and coach the Maintenance Assistant and Maintenance Engineer
- 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
- Flexibility to work shifts including weekends, evenings and public holidays, subject to rota
- 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)