

**JOB DESCRIPTION**

**POSITION:** Technical Services Manager

**HOTEL:**  Fanhams Hall Hotel

**DEPARTMENT:** Technical Services

**DIRECT REPORT:** General Manager

**DOTTED LINE REPORT**: N/A

**RESPONSIBLE FOR:** Maintenance Technician and Grounds Team

**ORGANISATION CHART**

**JOB PURPOSE;**

As Technical Services Manager, you will be reporting direct to the General Manager and will take the overall responsibility for the general day to day maintenance for the hotel. You will also be responsible for a team and additional contractors.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**WOW Experiences**

* To ensure there is always adequate resources, people, time and materials available to deal with all eventualities.
* Oversee the refurbishment of public areas, bedrooms, mechanical and electrical plant.
* To follow up with each department on a regular basis on all works outstanding, planned or anticipated
* To ensure all workshop and plant areas are in immaculate condition.
* To regularly inspect and monitor the condition of the entire building.
* To comply with all statutory testing requirements of boilers, emergency lighting, hose reel and extinguishers, dry risers, fixed electrical installation inspections, portable appliance testing, duty of care (waste disposal), exit signage, licensing inspections, generator maintenance, ups testing, gas installations, ansul system, lift inspections, COSHH workshop air quality testing and any other systems that apply at any time during the employment period.
* When required be available to assist the maintenance operations at other group properties, including auditing on Health & Safety matters.
* Act as liaison between resort and outside contractors or technical services on major projects.
* Manage repair and maintenance response times necessary to ensure customer satisfaction.
* Understand the importance of building, maintenance and repair techniques increasing guest satisfaction in meeting and event areas.
* Leading by example regarding customer contact skills in order to ensure highest satisfaction at all times of the hotel products, services and programmes.
* Conduct regular equipment checks and preventive maintenance reporting to minimize replacement costs.
* To monitor and supervise outside contracting staff to ensure compliance with the house rules.

**Exclusive People**

* Be knowledgeable of and comply with legislation and regulations pertaining to repair and maintenance e.g. building structure, decoration, gas, electric, sewerage, water.
* To ensure all team members are dressed in accordance to the company grooming standards and attired at all times.
* To compile and distribute team duty rotas.
* To ensure the engineering team are familiar and comply with the company and Statutory Health and Safety procedures.

**Improve Profit**

* Comply with Company purchasing procedures, utilising nominated suppliers and to provide feedback to procurement and Special Services on suppliers and services.
* Contribute to Hotel profit by controlling departmental costs, whilst maintaining service standards and product quality.
* Efficient stock/spares control to ensure that cash flow is not tied up unnecessarily.
* Monitors utility bills to ensure charges are correct.

**Increase Revenue**

* Adhere to overall operational and financial goals, Business Plan and Budgets.
* Responsible for technical advances in equipment to ensure efficient and cost effective running of all plant and services.
* Responsible for preparing the Property & Maintenance and utilities annual budget and preparing monthly forecasts.
* To implement energy saving procedures and to ensure consistent compliance by hotel.

**Strong Brand**

* To be a role model for the company and one that demonstrates the correct behaviour.
* Attention to detail.
* Be responsible / take ownership.

**Health and Safety**

* To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
* The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
* To report any defects in the building, plant or equipment according to hotel procedure.
* To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
* To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
* To be fully conversant with:
* The Hotel Fire and Bomb Procedures
* The Hotel Health and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Staff Handbook

**General**

* Display a professional image of Exclusive Hotels *and* Venues by delivering the company values and demonstrating the courtesy standards and non negotiables at all times.
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.
* To carry out Duty Management shifts as and when required.

**Skills & Experience Required**

* Experience in managing a team within a large luxury hotel establishment
* NEBOSH Diploma would be an advantage or a similar recognised by IOSH
* Experience working with Boreholes would be an advantage
* A recognised qualification in Refrigeration & Air Conditioning
* Excellent spoken and written English
* You will demonstrate initiative and be a flexible self-starter, working with minimal direction
* Excellent working knowledge of Health and Safety and Fire Regulations
* A skill based qualification such as Plumbing, Electrical and Carpentry etc.
* Ability to deal with a wide range of basic maintenance repairs
* Good proven organisation and planning skills gained through previous experience
* Personable and hands-on
* Good working knowledge of Microsoft Office
* Good literacy and numeracy skills.

**NOTE:** This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)