

**JOB DESCRIPTION**

**POSITION:** Senior Shift Engineer

**HOTEL:**  South Lodge Hotel and Spa

**DEPARTMENT:** Technical Services

**DIRECT REPORT:** Technical Services Manager

**ORGANISATION CHART**

**JOB PURPOSE;**

To ensure that all Health and Safety & statutory requirements are carried out in a timely manor and all records kept up to date and recorded accordingly.

To ensure that all plant and controls within the Spa are serviced/ maintained and kept in full working condition.

Build a good rapport with external contractors to ensure servicing and maintenance of all plant goes smoothly and to ensure that any call outs placed are responded to in a timely manor as well as any remedial works are followed up to ensure completed in a timely manor to ensure the minimum down time of equipment and features and disturbance of for our guests and visitors experience..

To ensure that all public area’s within the Spa are maintained to the highest standard possible ensuring that customer (internal and external) needs are met and exceeded.

To assist in the training and development of all team members within the department.

To support the department with any project or task being carried out within the Hotel when required.

To carry out stock take checks and ensure par level of stock is in place and raise PO’s when needed to keep stock levels correct, working with the department budget.

Ensure a good communication between Technical Services department and the Spa Operations Manager and their teams.

Pool testing and pool management.

Available for call out cover when required.

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

**Creating Happiness in Amazing Places**

* To carry out planned preventative maintenance on the Spa plant, rooms and public area’s
* To ensure that air conditioning is well maintained and working
* To ensure the smooth running of all guest facilities

**Exclusive People**

* To assist when required with any project work within the department
* To be responsible for routine maintenance within the spa
* To produce reports when and if required
* To attend any meeting within the Hotel and Spa when and if required
* Carry out training for department members assisting in their development

**Improve Profit**

* To ensure that PPM is carried out on all Spa plant rooms and public area’s
* To ensure technical library is updated at all times with PPM and emergency breakdowns
* To cooperate fully to any guests and colleagues requiring assistance

**Increase Revenue**

* Carrying out routine PPM works ensuring the Spa products are of the highest standard, making our guest and visitors experience the best possible.
* Correct use and control of department stock
* Stock takes to be carried out and purchasing of spares, repairs and replacement to coincide with department budget

**Strong Brand**

* Demonstrates Knowledge of the Exclusive Collection brand
* Is an ambassador for the company
* Consistently delivers company standards
* To be aware and have an understanding of all relevant law and legislation with regards to, storage, hygiene and health and safety

**Health and Safety**

1. 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.

2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.

3. To report any defects in the building, plant or equipment according to resort procedure.

4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.

5. To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.

1. To be fully conversant with:

The Resort Fire and Bomb Procedures

The Resort Health and Safety Policy Procedures

Departmental Food Hygiene Regulations

C.O.S.H.H. Regulations

Staff Handbook

**General**

* Display a professional image of the Exclusive Collection 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 resort’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.

**Skills & Experience Required**

* Previous experience of working with in a Hotel and or Spa maintenance team
* Ability to carry out tasks highlighted above

**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.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Employee Name (print) Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name (Signature)