

**JOB DESCRIPTION**

**POSITION:** Maintenance Assistant

**PROPERTY:**  South Lodge

**DEPARTMENT:** Maintenance

**ORGANISATION CHART**

**JOB PURPOSE;**

To work as part of the Resort Maintenance team, ensuring that all elements of the resort, both front of house and back of house are in full working order at all times. To respond to guest requests in a timely and professional manner and to assist the team in the event of an emergency.

**MAIN RESPONSIBILITIES**

**Creating Happiness in Amazing Places**

* Perform preventative/routine maintenance in a timely and regular manner in order to prevent breakdowns as directed by the head of department
* Perform general (seasonal) maintenance in order to ensure the buildings are well looked after i.e. painting, gutters, door-oiling, locks etc.
* Perform emergency maintenance responding appropriately to the situation to ensure minimum disruption/damage to the resort/guest/ (i.e. water leaks, lack of water pressure, toilets blocked, taps not working, showers not working etc).
* To be responsible for TV tuning and safes to ensure working properly for the hotel and guests.
* To give full co operation to any clients and colleagues requiring assistance.

**Exclusive People**

* Keeps immediate Manager promptly and fully informed of all problems or unusual matters of significance
* To work as part of the wider Maintenance and Resort teams ensuring professional conduct and communication at all times
* To arrive on time for work, well groomed and wearing the correct uniform.
* To attend all department meetings
* To assist your colleagues as and when required showing team spirit and care.

**Improve Profit & Increase Revenue**

* Responsible for reporting of all issues to the Manager and to be aware of health and safety
* Report any damage or misuse of the facilities to the Maintenance Manager
* On busy days to assist other members of the team in order to complete tasks on time and to the satisfaction of our guests
* To use products and stock in accordance with department guidelines to ensure wastage is minimal and stock levels are controlled

**Strong Brand**

* At all times project a favourable image of the Resort to the public
* Ensure that all resort areas are maintained to the highest of standards and in keeping with the status of the property and the brand
* To be aware and have an understanding of all relevant law and legislation with regards to your role
* Demonstrates knowledge of the Exclusive Collection brand
* Is an ambassador for the company
* Consistently delivers company standards

**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 Manager 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.

**Ideal Skills & Experience Required**

* Experience in a similar Hotel and Spa environment is preferable but not essential
* Basic knowledge and understanding of general maintenance including plumbing and electrical skills
* Painting & Decorating skills
* Basic computer skills including sending emails, Microsoft Word and Excel
* Punctual and excellent time keeping
* Good communication skills
* A good understanding of H&S including risk assessments
* A basic understanding of Fire safety
* A full UK / European driving licence
* Smart / clean appearance
* First aid certificate
* Attention to Detail
* Pool plant experience is preferable but not essential

**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)