

JOB DESCRIPTION

Job Title:	Assistant Maintenance Manager
Responsible to:	Maintenance Manager
Key Liaison:	Internal Clients – General Manager, HODs, Team Members External Clients – Suppliers, Contractors, Professional Bodies, Guests and Members

Scope and Purpose of Role:

To consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times. To support and assist the Maintenance Manager to maintain the hotel building and grounds to a high standards, ensuring all maintenance issues are actioned.

Key Responsibilities:

1. The day to day repairs in the hotel guest rooms and public areas via Opera and direct contact with the HODs.
2. Attend the 10am and HOD meeting in the absence of the Maintenance Manager.
3. Allocate responsibilities to the team, complete the daily job list and preventative maintenance schedules.
4. Conduct site inspections and identifying areas requiring extra maintenance work.
5. Ensure health and safety audits and checks are completed such as fire testing, emergency lighting, ladder checks as per the Maintenance Managers instructions.
6. Ensure the weekly report is completed each Friday.
7. Take responsibility for the general maintenance of the property, upkeep of its facilities and management of the maintenance team. Ensure jobs are completed efficiently to ensure that the guest expectations are met during their stay.
8. Meet timed deadlines, liaise with contractors and take responsibility for the health and safety.
9. On call duty when the Maintenance Manager is absent.
10. Carry out tool box talks and risk assessment sign offs.

11. Manage the department and contractors whilst the Maintenance manager is absent from the business.
12. Prioritise the workload by attending emergency, health and safety and guest affected work first.
13. Using the repairs book and defect log, carry out repairs on hotel fixtures and fittings, maintaining and improving high standards of the hotel at all times, ensuring the Head of Department is notified, if it is not possible to do the work immediately.
14. To obtain the best prices from external sources in conjunction with the Maintenance Manager.
15. Work closely with Housekeeping on effectively maintaining bedrooms.
16. To work close with HR on effectively maintaining staff accommodation.
17. Carry out staff accommodation monthly audits and conducting repair work when needed.
18. Records compliance issues e.g.; electrical testing, water tanks, sewage all defects.
19. To exercise effective control of legionella in hot and cold water storage systems.
20. To have knowledge of and adhere to; COSHH, Risk Assessments, Working at Height, Asbestos and Fire Precautions.
21. To promote a professional image to the customer and to assist any guest in the hotel when required.
22. Carry out reasonable requests.
23. Maintain grooming standards and presentation to an excellent level at all times.
24. Attend all communications meetings; Team and Hotel Meetings.
25. Report all maintenance requirements and hazards in the work place to your Line Manager.
26. Take responsibility for your own personal development and keep personal portfolio up to date by attending training sessions and meeting when required and to operate in line with the training or information received.
27. Follow Hand Picked Hotels companies policies and procedures.
28. Ensure Brand Standards are met.
29. In order to carry out these duties it may necessitate working at any time including nights and weekends.



This job description provides an outline of the major focus areas of the job role and is not exhaustive and subject to amendment from time to time.

Job Holder:

SIGNED:

NAME:

DATE:

General Manager:

SIGNED:

NAME:

DATE: