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|------------------------|--------------------------------------------|
| <b>Position Title:</b> | Handyperson                                |
| <b>Department:</b>     | Maintenance                                |
| <b>Reports To:</b>     | Maintenance Manager/Rooms Division Manager |
| <b>Job Family:</b>     | Maintenance                                |

#### Purpose

Ensure the Hotel is always presented at a high standard with a strong and core focus on painting and staining the different areas of The Hotel Britomart and that all equipment is working efficiently and effectively within all departments. Be versatile to work on a variety of tasks which will require basic working knowledge of several trade skills.

#### Key Relationships

|               |                                                                                              |
|---------------|----------------------------------------------------------------------------------------------|
| Internal      | Senior Managers, Maintenance, Front Office, Housekeeping and team members in all departments |
| External      | Customers, potential customers, visitors, vendors and contractors                            |
| Direct Report | Maintenance Manager                                                                          |

#### Duties and Responsibilities

- Maintain immaculate presentation and grooming, wearing designated uniform
- To maintain all area of the hotel with regards to painting and staining and ensuring that all these areas are cared for and repaired when and where needed
- Always ensure, jobs are completed with minimum disturbance to guests and customers of the hotel.
- Report back to your manager any difficulties encountered with assigned tasks.
- Assist with minor repairs to guestrooms of a semi-skilled nature as well as those in accordance with your trade skills and qualifications, i.e., changing light bulbs, small repairs to tiles, blinds, tuning television, and any similar tasks.
- Assist maintenance by sourcing minor quotations and works relevant to the assigned tasks and provide such quotations to the manager for approval.
- Understands that the Hotel operates as a multi-skilled environment and will assist tradespersons and all services as required in the event of mechanical breakdown or equipment failure.
- Assist in general maintenance and routine preventative maintenance checks of operational and hotel systems in all areas.
- Report any incidents where work assigned cannot be completed or is only partially finished. Log all the jobs in SITEVITAL.
- Any other duties or requests made of you by your managers, guests or senior skilled tradespersons in the performance of your duties.
- Ensure all painting work is completed with attention to detail, ensuring colour matching and surfaces look exceptional upon completion.
- Establish a close liaison with Front Office and Housekeeping department.
- Assist other departments on busy days and complete any other duties as request by the department Supervisor or Manager to meet business demands.
- Cover shifts of other Maintenance team when sick or on leave.
- Attend and actively participate in training programs as required.
- Put into practice in the business all The Hotel Britomart training that has been completed.
- Ensure all faulty or flawed equipment and building matters are properly reported.
- Understand importance of the following systems: lighting, fire and safety, painting and upkeep.
- Ensure contractors are aware and uphold their responsibility for maintaining safety whilst performing work.
- Monitor spares and material stock holdings and report need for requisition.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and always abide by these team member guidelines.
- Maintain a tidy, clean and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and always abide by them.

Brand Behaviours – *Bring Your Best Self | Share Your Neighbourhood | Think to Care, Care to Think | Show Your Know*

Service Philosophies – *Remember Me | Opportunities to Delight | The Gift of Storytelling | Celebrate Aotearoa*



- Ensure all Workplace Health and Safety procedures are adhered to within the Department.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security procedures for stores, cash, premises, team members, equipment and chemicals is implemented and maintained in accordance with The Hotel Britomart policies and procedures.
- Ensure guest security and privacy is always maintained.

#### Qualifications

- Possess appropriate Industry Trade Qualification.
- Occupational Health & Safety qualifications/skills.

#### Education/Experience

- Strong and proving background in painting and staining
- Solid organisational skills.
- Must have an excellent eye for detail to ensure colour matching etc.
- Ability to work independently.
- Flexibility and availability to work weekdays or weekends including morning, afternoon and evening shifts.

#### Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e. squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device.

#### Acknowledgement

*To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.*

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: \_\_\_\_\_

Team Member Name: \_\_\_\_\_

Date: \_\_\_\_\_