



Position Title:	Maintenance Manager
Department:	Maintenance
Reports To:	Guest Services Manager/ Operations Manager/ General Manager
Job Family:	Leader

Purpose
Demonstrates enthusiasm and flair for providing exemplary guest service. Responsible for managing all processes within the maintenance department and directly responsible for the implementation of all preventative maintenance scheduling and planning of expenditure as determined and outlined. Drive focus on all maintenance related operations, processes, budgets, manning, learning and development, standards and customer and team satisfaction by demonstrating strong leadership skills. Challenge the process by consistently exploring new suppliers and contractors to enhance plant and machinery within the hotel.

Key Relationships	
Internal	Senior Managers, Maintenance, Front Office, Housekeeping and all team members.
External	Customers, potential customers, visitors, vendors and contractors.
Direct Report	Maintenance Supervisor, Technician, Handyperson, Gardener

Duties and Responsibilities	
<ul style="list-style-type: none"> • Ensure efficient utilisation of the maintenance team. • Responsible for the overall maintenance strategies and planning, including critical ongoing maintenance issues. • Ongoing improvement of the preventative maintenance system and implementation of the broad guidelines contained in the • Accountable for maintaining electrical tag and testing at the hotel, while also ensuring precise record-keeping. • Accessible for calls beyond regular business hours as necessary to ensure the continuous operation of all hotel systems. • Asset Services Audit with a focus on preventative maintenance scheduling and planning for major capital works. • Acts as Project Manager and coordinates all major capital works with all departments of hotel, council, regulatory bodies to ensure a smooth implementation and minimal disruption to the business. • Development of cost containment/reduction and work improvement strategies where appropriate and applicable. • Prepares cost estimates for work orders of significant expenditure whether performed by the engineering/maintenance team or sub-contractors. • Provides input and recommendations regarding the Hotel's proposed capital expenditure and capital works planning for head office and owner's review. • Is instrumental in controlling and maintaining the maintenance operational budget. When circumstances prevent adherence to this advises the General Manager/EAM, Operations Manager in advance, where possible so this can be advised to management and owners. • Ensures risk management, including observance of technical and statutory standards. • Is responsible for the establishment, monitoring and management of contracts with sub-contractors. • Responsible for overall good housekeeping of plant and machinery which is achieved through teamwork and cooperation from all hotel departments. • Responsible for investigating and recommendation of sources for parts and also contractors for projects ensuring a cost-effective approach and that this complies with policies and procedures. • Maintain inventory of spare parts. • Participate in hotel Emergency Response Team. • Possess thorough knowledge, understanding and be able to operate Building Automation/Building Management System. • Provide a coordinate response to energy savings, water consumption limitations, waste disposal limitations and greenhouse gas abatement. • Assists in the compilation of monthly reports relating to engineering/maintenance as required. • Work Health and Safety management, particularly in relation to engineering/maintenance and contractors. Responsible for attending regular meetings, conducting regular workplace audits and improvements, briefing contractors on health and safety, attending required compliance training. 	



- Maintain professional presentation and grooming, wearing designated uniform and name badge at all times.
- Establish a close liaison with all departments but particularly Front Office and Housekeeping.
- Lead and supervise team members by setting a positive example. Instruct, train and develop all engineering/maintenance team members.
- Identify key trainers within the department to ensure hands-on training is carried out on a frequent basis with new and existing team members.
- Achieve effective communication by briefing and debriefing team, holding regular departmental meetings and actively encouraging communication between all departments within the hotel.
- Liaise with Human Resources on recruitment, performance management and development of all team members.
- Monitor grooming and presentation of all team members to ensure standards meet hotel requirements.
- Prepare rosters within guidelines of the appropriate industrial legislation for team ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame.
- Works as part of a multi-skilled team. Assisting other trades when the need arises and therefore may be asked to perform tasks that are not directly related to their discipline.
- Attend and actively participate in training programs as required.
- Put into practice in the business all THB training that has been completed.
- Ensure contractors are aware and uphold their responsibility for maintaining safety whilst performing work.
- Ensure a cohesive and consistent approach to ensure optimum productivity, profitability and exemplary service standards.
- Be aware and abide by all local government/council regulations.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these team member guidelines at all times.
- Audit the daily activity of the maintenance team, to ensure all activities are performed accurately and completed in accordance with established policies and procedures.
- Maintain a tidy, clean and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand THB Work Health and Safety policies and procedures and abide by them at all times.
- Ensure all Work 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 THB policies and procedures.
- Ensure guest security and privacy is maintained at all times.

Qualifications

- Recognised diploma/degree in Mechanical/Electrical/Marine Engineering desirable.
- Possess appropriate Industry Trade Qualification.
- Occupational Health & Safety qualifications/skills.
- Testing & tagging licence not essential but advantageous.

Education/Experience

- Minimum 7 years of relevant experience in building maintenance.
- Solid organisational skills - eye for detail coupled with a strong ability to proactively identify priorities and manage multiple tasks, and successfully accomplish objectives in a busy and challenging workplace.
- In depth knowledge of general hotel operations in relation to hotel building maintenance.

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: _____