



Job Description

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| Job Title: | Property Maintenance Assistant |
| Accountable To: | Maintenance and Facilities Engineer |
| Location: | Moddershall Oaks Country Spa Retreat |

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To assist and support the Maintenance & Facilities Engineer in all aspects of site maintenance, by carrying out PPM and repairs, according to level of expertise, ensuring that the property is a special place to be for guests and making a positive contribution to the maintenance of Moddershall Oaks Country Spa Retreat.





Principal Accountabilities

1. Carry out various fabric tasks including painting & decorating, plastering repairs, joinery, and other general maintenance tasks.
2. Have knowledge of basic electrical and plumbing maintenance tasks.
3. Support the Maintenance and Facilities Engineer by carrying out a variety of preventative and reactive maintenance on a day-to-day basis.
4. Assist with testing and safety checks such as fire alarm, emergency lighting and generator test.
5. Complete work assigned on Web'T' cards, keeping the Maintenance and Facilities Engineer up to date with job progress and completion.
6. Help to maintain pools and associated plants. Ensure the correct maintenance of water chemistry across all pools and specifically respond to abnormal readings and correct to prescribed tolerances.
7. Assist with grounds maintenance.
8. Work co-operatively with other team members to ensure that maintenance issues are attended to promptly.
9. Maintain up to date knowledge of health and safety requirements and ensure they are adhered to.
10. Maintain the highest standards of tidiness and cleanliness in all work areas, both internally and externally, so that the best possible impression is given to guests.
11. Report any accidents, or health and safety risks immediately.
12. Must be able to work with some degree of flexibility in terms of hours, as certain works can only be carried out when the business is closed.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.





I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Print Name:

Signed:

Date:





Person Specification

| Job Title: Maintenance Assistant | | |
|---|--|--|
| Criteria | Essential or Desirable | Method of Identification |
| Qualifications Vocational trade qualification or working towards | Desirable | Application |
| Proven Experience Prior experience within building maintenance, construction or other associated trade Some experience of working in a maintenance role, preferably in a hospitality or leisure environment Experience of providing a high standard of service to customers, ideally but not necessarily in a maintenance role | Desirable Essential Essential | Application Application Application/Interview |
| Knowledge, Skills and Abilities Strong practical skills Knowledge of health and safety requirements Able to work as a motivated team member Time management, able to achieve deadlines Good communication skills Able to work on own initiative Some knowledge of maintenance techniques Willing to go the extra mile to make Moddershall Oaks a special place to be | Essential Essential Essential Essential Essential Essential | Interview Interview Interview Interview Interview Interview |





| Other Attributes | Essential | Interview |
|--|-----------|-------------|
| Able to work effectively within Moddershall Oaks core values framework | | |
| Valid driving license and access to own vehicle | Essential | Application |



GREAT OAKS
FROM LITTLE
ACORNS
GROW