

**JOB DESCRIPTION FOR MAINTENANCE LEAD  
MAY 2023**

A list of job duties associated with your job title is set out below. This job description is non-contractual, and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

<b>Job title</b>	<b>Maintenance Lead Imago Venues</b>
<b>Band</b>	B4
<b>Team</b>	Operations
<b>Purpose of role</b>	<p>To lead on all general maintenance at Imago Venues. To oversee the maintenance of plant and equipment, dealing with suppliers, and working within health and safety standards.</p> <p>To coordinate the maintenance team by ensuring all guest needs and issues are addressed immediately and with bedrooms kept online, and with public areas meet standards through proactive checks and the completion of reactive tasks.</p> <p>The maintenance lead will maintain records of systems, processes and procedures to ensure compliance with statutory legislation and Imago's own insurance requirements.</p>
<b>Reports to</b>	Director of Operations
<b>Manages</b>	Maintenance Team
<b>Main duties</b>	<ul style="list-style-type: none"> <li>• To balance workload of practical tasks with administration requirements</li> <li>• To keep a well-maintained product by managing proactive and reactive works</li> <li>• Train, motivate and support the team</li> <li>• Responding appropriately to emergencies or urgent issues as they arise</li> <li>• Overseeing and coordinating work by contractors</li> <li>• Leasing with the University Facilities team</li> <li>• Ensure weekly/monthly statutory checks are completed.</li> <li>• Ensure regular quality and safety audits on operations and work in areas of responsibility.</li> <li>• Maintain a supply of spare products so that regular issues can be quickly resolved.</li> </ul>

	<ul style="list-style-type: none"> <li>• To use the company vehicle for collecting supplies and travelling between venues.</li> <li>• To ensure Health and Safety policies are implemented within the venues and that these are consistent with the University's policies, procedures, and standards.</li> <li>• To be available to attend out of hours on a rotation basis</li> </ul>
People skills	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</p> <p>Strong communication skills, with the ability to communicate effectively and listen to guests and team members</p> <p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p>
Technical skills	<p>Knowledge and experience of supervising members of a team</p> <p>Previously worked in a maintenance environment</p> <p>Knowledge of Health, Safety and Environmental legislation</p>
Qualifications	

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date