

**JOB DESCRIPTION FOR MAINTENANCE TECHNICIAN  
MAY 2024**

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 Technician Imago Venues</b>
<b>Band</b>	B3
<b>Team</b>	Operations
<b>Purpose of role</b>	<p>To carry out general maintenance at Imago Venues as directed by the Maintenance Lead.</p> <p>Support in the maintenance of plant and equipment, contract management, health and safety, energy and environmental management, along with soft services. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies.</p> <p>As an Imago Team member you will ensure you follow our three golden rules at all times.</p> <ol style="list-style-type: none"> <li>1. Say hello to every guest and team member</li> <li>2. Never walk past a bad standard</li> <li>3. Never say no.</li> </ol>
<b>Reports to</b>	Maintenance Lead
<b>Manages</b>	N/A
<b>Main duties</b>	<ul style="list-style-type: none"> <li>• To understand and ensure Health and Safety policies are followed within the venues and that these are consistent with the University's policies, procedures, and standards.</li> <li>• Carry out regular quality and safety audits on operations and work in areas of responsibility.</li> <li>• Maintaining records of systems of works completed</li> <li>• To complete jobs allocated in a timely and safe manner</li> <li>• To use the company vehicle for travelling between venues.</li> <li>• Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.</li> <li>• To be on a call-out rota, so that the buildings are covered at all times outside normal working hours, when on rota on standby</li> </ul>

	<p>or attending call out you will be reimbursed in line with company policy</p> <ul style="list-style-type: none"> <li>• Other duties and responsibilities appropriate with the level of this post</li> </ul>
People skills	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</p> <p>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>Confidence 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>To have previously worked in a maintenance environment</p> <p>Knowledge of Health, Safety and Environmental legislation</p>
Qualifications	
Additional information	<p>This role is subject to a Basic DBS check in line with legal and organisational requirements. Appointment will be conditional on a satisfactory check.</p>

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