

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION
MAINTENANCE MANAGER

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

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Role Title – How I will be known Maintenance Manager

Key Relationships – Who I will engage with

- I will report directly to Deputy General Manager
- I will report indirectly to Chief Property Officer and engage with the Construction Management Team and Garden Consultant.
- I will be responsible for leading and managing maintenance and gardening functions.
- I will work cohesively with the senior management team.

Role Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged with our family, our community and hungry to participate in our ethos.

Role Outcomes – What success will look like for my role

1. The Maintenance Department Team exceeds performance targets.
2. The Rooms Division exceeds performance targets.
3. Our guest experience is consistently exceeding expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

Role Key Tasks - How I will achieve the outcomes

General

I will be responsible for developing the annual maintenance and garden programme as well as meeting ad hoc requirements to ensure that the fabric and facilities of the hotel and staff accommodation are at all times safe, secure, and operating as required, and presented to a high quality in keeping with the high standards of the Hotel. This includes: -

- Maintenance of the hotel internally and externally,
- Maintenance of the staff accommodation internally and externally,
- Maintenance of the hotel and staff accommodation gardens., and
- Ensuring compliance with Environment, Health, Safety, Security and Fire & Bomb Policies and Procedures.

Specific Maintenance Responsibilities

Utilities including all infrastructure: -

Gas
Plumbing
Heating
Electricity
Boilers
Pressure Units
Electrical Equipment

Communications Room
Ventilation
CCTV Cameras
Spa, Sauna and Steam Room
Fire Prevention
Safes
Catering & Refrigeration Equipment
Spa, Gym, Sauna and Steam Rooms

Pre-Opening

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- Assess the requirements of the maintenance function and propose strategic and operational approach.
- Liaise with Construction and Project Management Teams, along with the Garden Consultant, to ensure knowledge and understanding of the specifics of the hotel and staff accommodation and gardens.
- Works with consultants compiling Environment, Health, Safety, Security, and Fire & Bomb Policies and Procedures for the hotel and staff accommodations and gardens.
- Determine resource requirements and channels i.e. employees or contractors, and ensure training provided accordingly.
- Compile Maintenance Operating Standards & Procedures, and include Gym, Sauna, Spa and Steam Room,
- Compile troubleshooting manual for Duty Managers to deal with maintenance emergencies,
- Ensure the development and delivery of all training in the Maintenance function and support Senior Management Team in their training activity.
- Liaise with contractors and trades people to develop positive working relationships.

Open for Business

- Oversee Hotel fabric and facilities to ensure functionality including adherence to Environment, Health, Safety, Security and Fire & Bomb Policies and Procedures.
- Develop and implement annual maintenance programmes pay particular attention to guest service areas including Spa, Steam Room, Sauna and Gym.
- Address ad hoc requirements timeously.
- Organize repair, installation and renovation projects.
- Liaise with Environment, Health, Safety, Security and Fire & Bomb Consultants
- Act as Duty Manager in accordance with Duty Management Rota.
- Lead, as well as manage, the Maintenance Function through leading by example, active coaching and mentoring.
- Take responsibility for the Maintenance Budget and Management policies and practices, and in general support the General Manager to achieve the Hotel financial targets

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SUMMARY OF SKILLS AND ATTRIBUTES – A TO Z – WHAT WE LOOK FOR IN YOU

General – Every Team Member

Communication & Interpersonal Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic & Personable
Natural flare for hospitality
Organisation Skills
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific – To the Role

Financial Management
IT Skills
Leadership
Maintenance and Facilities Management
Management Skills
Practical and Handy
Strategic Thinking
Proactive and Assertive Environment, Health, Safety, Security, Fire ethos
Trades background
Work planning & prioritising

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