

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job title:	Maintenance Assistant
Purpose:	To maintain the building and apartments to the highest standard ensuring that repairs, servicing and the upkeep of all apartments including painting is carried out to a very high standard at all times ensuring complete guest satisfaction.
Reporting to:	Maintenance Manager
Location and hours:	Based at Bermonds Locke primarily. You will also have the flexibility to travel to other edyn sites as and when required by the business. You will be able to work flexibly, including weekends and bank holidays as required by local conditions. Our core working hours are 37.5 hours per week over 5 days.
IN THIS ROLE YOU WILL BE RESPONSIBLE FOR THE FOLLOWING;	
<p>Delivering Guest/ Customer Service</p> <ul style="list-style-type: none"> To ensure that apartments are maintained to a high standard in time for guest arrival and that standards are maintained during the guests stay at all times <p>Day-to-Day Operation</p> <ul style="list-style-type: none"> Delivering maintenance works in a timely and efficient manner Anticipating future maintenance requirements and proactively resolving before the need occurs Being on call for maintenance requests, including out of hours on a rota basis Supporting management in all Health and Safety related duties Supporting with refurbishments Be comfortable working at times both as part of a team and on your own Active participation in team meetings and personal development sessions To manage all new building works and projects. To liaise with and manage all third party contractors, minimising impact to guests at all times. <p>Team Work</p> <ul style="list-style-type: none"> Work closely with other members of the team to ensure uninterrupted service to guests. Ensure that a handover is completed clearly with the front desk and that housekeeping is completely up to speed with developments and works completed. 	
IN THIS ROLE YOU WILL NEED THE FOLLOWING;	
Knowledge/ Skills/ Qualifications	<ul style="list-style-type: none"> GCSE/NVQ (including English and Maths) Basic levels in written and spoken English language Customer Service Skills Plumbing, Gas and Electrical trade qualifications advantageous Proficient with IT systems and software (including Microsoft Office) Attention to detail/ Decision Making/ Problem Solving/ Flexibility/ Time Management

Experience	<ul style="list-style-type: none"> ▪ Previous experience in a customer focussed role (for example in hospitality or in retail)
Competencies & Values	<p>The Courage To; Question Evolve Be Human</p> <ul style="list-style-type: none"> ▪ Be curious and seek out innovation, change and creativity ▪ Challenge convention, look for better ways to do and be ▪ Accept accountability and empower those around you ▪ Feel free to be yourself at work just as much at play ▪ Accept that perfection doesn't exist in yourself and others and no-one has the monopoly on good ideas ▪ Recognise the humanity in ourselves and others to learn fast, evolve and grow <p>Business Skills</p> <ul style="list-style-type: none"> ▪ Take intelligent risks based on deep insight ▪ Act quickly based on market knowledge and understanding