

## Job Specification

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### Operations Events and Venues

Post No tbc

Designation: **Maintenance Assistant**

Effective date: 1 July 2021

#### **Main Purpose of the Job:**

- To assist the Technical and Maintenance Manager in keeping the building in a functioning and presentable state. The Maintenance Assistant will also deliver a range of services in relation to general repairs and maintenance within the venue.
- The Maintenance Assistant will work closely with building management and work with contractors in the delivery of maintenance projects both proactive and reactive.
- The Maintenance Assistant will also assist the Technical and Maintenance Manager in carrying out mandatory/statutory building wide checks on water, alarms, emergency lights etc.

#### **Main responsibilities and tasks:**

Responsible to the Technical and Maintenance Manager for the following:-

1. Delivery of a range of services in relation to general repairs and maintenance within the venue.
2. Provide a wide range of duties connected to repairs, renewals & maintenance including but not restricted to:
  - General duties of maintenance and repairs including:
    - General repairs to walls / floors and ceilings.
    - General repairs to doors and furniture.
    - Lamp changing, emergency light testing, fire alarm testing, sprinkler system testing.
    - Undertake minor adaption work (handrails, door locks etc).
    - Carry out minor decorations and repairs to rooms.
    - Carryout basic plumbing jobs, i.e leaks, tap repairs, drains, overflow systems, toilet and water systems 6 monthly inspections.
    - General cleaning after works on the site.
    - IFU weekly testing.
3. To assist with planned maintenance of equipment throughout the venue.
4. To assist contractors in maintenance of the equipment in the plant rooms and technical areas and to ensure that these areas are kept clear and tidy and free from rubbish and obstructions.
5. The postholder will be expected to be flexible and provide cover in the absence of other staff, as required, and undertake such other duties considered appropriate by senior venue managers.

This is not a complete statement of all duties and responsibilities of this post. It contains only facts necessary to rate this standard job at the resultant responsibility levels.

**PERSON SPECIFICATION  
MAINTENANCE ASSISTANT (SCARBOROUGH SPA)**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Key Knowledge</b>	<p>Good basic standard of education.</p> <p>Competent user of relevant software e.g. Microsoft Office (Word, Excel, Outlook).</p> <p>An understanding and appreciation of the basic procedures, disciplines and protocols involved the Conference and Entertainment Industry</p> <p>Knowledge and experience of all aspects of general maintenance work</p> <p>Experience and knowledge of statutory Health and Safety standards and procedures.</p>	<p>Experience based skills and/or basic qualifications in appropriate areas</p> <p>Qualifications in working at heights, manual handling etc.</p> <p>Experience of first aid and/or recognised first aid qualification.</p>
<b>Relevant Skills and Experience</b>	<p>Experience of following health and safety objectives.</p> <p>Ability to liaise with contractors/staff at all levels</p> <p>Ability to understand health and safety issues and risk assessments.</p> <p>Excellent attention to detail, planning and organisational skills.</p>	
<b>Relevant Skills and Experience Continued</b>	<p>Experience of setting and adhering to deadlines and timelines.</p> <p>Ability to effectively plan and organise own work in order to meet deadlines and cope in a pressurised environment.</p> <p>Excellent interpersonal skills and at ease with working effectively as part of a team in a calm and professional manner.</p> <p>Effective communication (written and verbal) and interpersonal skills to</p>	

	<p>deal with a variety of people internally and externally to the Council.</p> <p>Self-motivated with a proactive approach to work.</p>	
<p><b>Key Competencies</b></p> <p><b>Communication</b> The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the feelings and concerns of others.</p>	<p>Takes time to listen to what others have to say.</p> <p>Presents information clearly, concisely, objectively and accurately.</p> <p>Listens actively, asking questions and clarifying points to check understanding.</p> <p>Shares important information promptly with all those who need it.</p>	
<p><b>Key Competencies Continued</b></p> <p><b>Customer Focus</b> The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Uses feedback to identify ways of improving customer service.</p> <p>Takes ownership of customer issues and ensures that they are resolved.</p> <p>Takes action to improve service to meet the diverse needs of customers.</p>	
<p><b>Planning and Organising</b> The ability to plan, prioritise and organise work activities, including ensuring the adequate allocation of resources.</p>	<p>Establishes clearly defined terms of reference for own work area and reviews progress regularly against agreed milestones.</p> <p>Prioritises effectively, plans ahead to meet deadlines, anticipates potential difficulties in managing workload and identifies solutions.</p>	<p>Promotes the use of information technology to enhance service accessibility and delivery.</p>
<p><b>Work Collaboratively</b> The ability to work</p>	<p>Works actively with others within the team to solve work-related problems</p>	

<p>collaboratively, both in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>and to achieve team goals.</p> <p>Is open and honest with colleagues and honours commitments made.</p> <p>Treats people fairly and with respect.</p> <p>Is responsive to the needs of others and makes time available to support team members.</p>	
<p><b>Special Requirements</b></p>	<p>Flexible approach to duties, hours and location.</p> <p>Flexibility to work across Service boundaries.</p>	
<p><b>Equality</b></p>	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	