

ROLE PROFILE

Maintenance Person

Reporting to:

Role purpose:

To provide general maintenance services in caravans, lodges and team accommodation as well as at various venues on the park

Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Check on list of jobs assigned at agreed times then carry them out
- Take on any urgent, short-notice jobs without major impact on job schedule
- Examine any reported faults or breakages then repair them to a high standard, sourcing any parts required and recording action taken
- Where required, execute electrical, plumbing, mechanical, engineering and building jobs
- Transporting tools, parts and stock around the park using a utility vehicle
- Be a friendly face of the company when talking to owners and guests

Progression in role: Entry <ul style="list-style-type: none"> • Interpersonal skills • Experienced in maintenance • Good organisational & planning skills. • Methodical approach with good attention to detail. • Understanding of basic plumbing, electrics, mechanics, engineering • Problem-solving abilities • Able to work flexible hours • Driver with clean licence 	Training for role Company orientation and induction General health and safety COSHH Fire safety Moving and handling Working at height GDPR
Competent – three months <ul style="list-style-type: none"> • Repairs completed to standard • Manages workload well • Demonstrates a 'can do' approach • Is flexible and helps others where required • Friendly and hospitable to guests and owners 	Diversity and Inclusion
Advancing <ul style="list-style-type: none"> • Is always responsive and proactive • Helps train new colleagues in skills they are not familiar with • Finds creative solutions to extraordinary situations 	
Excellence <ul style="list-style-type: none"> • Excellent standard or repair and solution • Always mindful of budget • Influential among the team in a positive way • Looks to be consistently proactive • Owners and guests name the person in positive feedback 	
Key measures Feedback from owners and guests Owner survey score for maintenance Complaint ratio	