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# Maintenance Manager

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## Job Description

### The Role

- ❖ Build a strong relationship with local contractors to ensure any maintenance work required is carried out without delay
- ❖ Oversee maintenance work carried out by contractors ensuring that a high standard of work is achieved
- ❖ Supervise and lead all maintenance processes and operations.
- ❖ Track expenses and oversee the budget for maintenance.
- ❖ Maintain all equipment within sites to ensure it is at working standard.
- ❖ Create and implement maintenance procedures.
- ❖ Conduct regular inspections of the facilities to detect and resolve problems.
- ❖ Plan and manage all repair and installation activities.
- ❖ Adhere to the safety policies and procedures.
- ❖ Assign repair schedules and evaluate repair cost estimates.
- ❖ Document and prepare daily progress reports and maintenance logs.
- ❖ Oversee equipment stock and place orders for new supplies when necessary.
- ❖ Accountable for the completion of preventative maintenance program throughout the Restaurants
- ❖ Ensures routine maintenance contracts are adhered to and that service visits are carried out as per the contract
- ❖ Recognises restaurant challenges and solves multiple undefined problems that may span multiple workflows

# Person Specification

## Expectations of All Our People: The 10 City District Attributes

Our working culture is built on great teams sharing common values and work ethics. We have broken these down into 10 attributes that we look for in our people.

By hiring people who display such attributes and nurturing these within our team members we believe we create happy, motivated teams, satisfied guests, and a successful business.

CDL Team Member Attributes		What They Mean to Us
1	<b>Welcoming and Personal</b>	Having a warm, friendly and helpful approach to both guests and colleagues
2	<b>Positive Attitude</b>	Having a warm, friendly and helpful approach to both guests and colleagues
3	<b>Brand Passion</b>	Having a genuine passion for our brand and product, and show this in the way you work and communicate
4	<b>Team Player</b>	Working well as part of the team for the benefit of others and the business - not just yourself
5	<b>Knowledgeable and Willing to Learn</b>	Having great knowledge of the products and services we offer and of our practices and expectations, as well as demonstrating a willingness to learn and gain new knowledge
6	<b>Organised and Prepared</b>	Being ready physically and mentally to fulfil your job to the best of your ability
7	<b>Works Smart</b>	Being able to complete tasks in the most efficient way possible
8	<b>Proactive</b>	Actively looking for and completing tasks that are necessary without always being asked to do so
9	<b>Works by The Book</b>	Follow, and demonstrate in your work and behaviour, all CDL standards and policies
10	<b>Appropriate Pace of Work</b>	Working with an appropriate level of pace and adapting this to the current need of the shift or workload

## Expectations of our Maintenance Manager

In addition to the 10 CDL attributes, you are also expected to possess each of the following attributes:

- ❖ You must have a hands-on approach
- ❖ You must be highly organised, focused with a great eye for detail.
- ❖ To have experience managing maintenance for 2 or more years within a Hospitality setting
- ❖ Experience in all aspects of maintenance that may be expected in a Restaurant environment
- ❖ Have knowledge of and operate Restaurant security and emergency procedures
- ❖ Proactive, quick thinking and adept at identifying and fixing maintenance issues
- ❖ Delivery of excellent customer service
- ❖ You will need to have qualifications in IOSH, Health & Safety Level 3 and Fire Safety