

# Maintenance and Estates Co-ordinator

A Fantastic opportunity has arisen to work at Bovey Castle Luxury Hotel. Set in majestic surroundings including a championship Golf course, Bovey Castle offers the chance to work with an exceptional team at this 5\* workplace.

We are looking for up to 25 hours per week Monday to Friday. Your duties will include:-

- Diary Management of the maintenance team and Estates Manager.
- Setting up a maintenance logging system and diary on our shared network.
- Planning and prioritising maintenance requests into a Daily works schedule and entering that works have been completed.
- Administration and Personal Assistant support for the Estates Manager to include implementing a filing system for key documents for insurance and compliance.

The successful candidate will be Microsoft Office literate (Word, Excel, Powerpoint, Outlook), have fantastic organisational skills, work well under pressure and most importantly be able to act with integrity and confidentiality.

In return you will receive £7.00 per hour depending on experience as well as other fantastic benefits including shared service charge, gratuities, free use of facilities including Championship Golf course, meals whilst on duty and huge discounted rates for friends and family.

To apply for this position please email your CV and a covering letter directly to [sirvin@boveycastle.com](mailto:sirvin@boveycastle.com) (No agencies please for this vacancy).





## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Maintenance and Estates Co-ordinator</b>
<b>Hotel:</b>	Bovey Castle
<b>Department:</b>	Maintenance
<b>Responsible to:</b>	Estates Manager
<b>Scope and Purpose:</b>	To consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times.

### **KEY RESPONSIBILITIES**

1. To report for duty in good time, clean and tidy and wearing the correct outfit.
2. To strive to anticipate customer needs wherever possible and react to these to enhance customer satisfaction.
3. To provide all customers with a professional, helpful and friendly service at all times. To promote an attitude of caring and co-operation from all staff.
4. To treat all internal and external customers in a polite and courteous manner at all times. To give full co-operation to any customer requiring assistance in a prompt, caring and helpful manner. To be flexible in assisting around different areas of the hotel in response to business and customer needs and carry out reasonable requests.
5. To perform all tasks to a consistent standard as detailed within the Department and to operate within Hotel Key Standards.
6. To attend daily / weekly briefing sessions and hotel / departmental meetings when required.

7. To take responsibility for own personal development by attending training sessions and meetings when required and to operate in line with the training or information received.
8. To achieve action points arising out of appraisal and job chats.
9. To demonstrate a pride in workplace and a high level of commitment.
10. To assist the Estates Manager in maintaining regular and effective communication within the team and attend hotel meetings when required.
11. To report all maintenance requirements and hazards in the work place and put in works diary.
12. To comply with statutory and legal requirements for fire, health and safety, hygiene, licensing and employment.
13. To adhere to hotel rules at all times.

#### **Main Duties**

1. To set up maintenance job logging system
2. To co-ordinate and prioritise maintenance job logging system.
3. Produce daily work list for maintenance team and manage log of works completed
4. To be available daily on site to receive all maintenance queries by face to face, walkie talkies and telephone
5. PA and administrative support for the Estates Manager
6. File Management of all key documents including Fire, Insurance, Gas, Electric etc.
7. Any other reasonable requests from the Estates Manager or Senior Management.