

# Maintenance Technician with Admin Duties – 40hrs

Hotel:

Crowne Plaza Belfast  
117 Milltown Road  
Belfast, BT8 7XP

Department:

Front Office

Reports to:

Front Office Manager

## About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development, and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

## What is the job?

You will be tasked with keeping the hotel in a safe and well-maintained condition as expected by our guests and brand. The role includes completing maintenance tasks and repairs which are scheduled or required each day, carrying out safety checks and completing records, scheduling service visits by external maintenance contractors, and organising minor repairs by external contractors. You will report to the General Manager of the hotel.

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## What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

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## Your day to day

- Achieve individual and departmental targets and objectives.
- Maintaining a safe environment for hotel guests and team members by completing safety checks and updating and maintaining health & safety records.
- Completing maintenance tasks and repairs which are scheduled or required each day, such as painting, changing light bulbs, tightening, or replacing fixtures and fittings, replacing or repairing broken furniture/equipment, and carrying out basic plumbing and electrical repairs where qualified and safe to do so.
- Completing preventative maintenance checks and tasks and maintain records.
- Ensure scheduled service visits by external contractors are completed, maintain records and follow-up on remediation works that may be required.
- Organise minor repairs where required by external contractors, including obtaining quotes, issuing purchase orders, and ensuring satisfactory completion of the work.
- Have an understanding of the hotel's plant and equipment and safety systems, including how to interpret readings from meters & gauges. Read and understand health and safety manuals. Reporting issues with systems and equipment.
- Maintain maintenance inventory and requisition parts and supplies as needed.
- Keep maintenance tools in good condition
- Keep work areas clean and tidy
- Assist housekeeping with scheduled tasks.
- Any other tasks as requested by management.

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## What we need from you

### Essential:

- Experience in carrying out basic maintenance tasks
- Experience of using computer to check emails, send reports
- Good understanding of English, both written and oral
- Ability to multi-task in a busy environment whilst adhering to Standard Operating Procedures
- Ability to work within a Team and also independently
- High standards of Attention to Detail
- Ability to communicate and follow instruction

### Desirable:

- Experience in a maintenance role in a hotel or customer facing environment
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## How do I deliver this?

**We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.**

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

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***The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.***

To apply, please submit your CV by email to [hassistant@andrashouse.co.uk](mailto:hassistant@andrashouse.co.uk)

