

## Maintenance Technician

**Location:** Crowne Plaza Hotel, 117 Milltown Road, Shawsbridge, BT8 7XP, Belfast

**Department:** Estates

### About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

### About the Role...

This is an exciting role within the hotel whereby you will be tasked with keeping the hotel in good repair by providing day to day maintenance support to the General Manager and the Estates Manager. You will ensure that guests receive the high service expected from our international brand. This role will also involve working with others to ensure that our hotels are in fantastic condition expected by our guests.

### About You...

You will be a self-motivated, proactive employee who understands the necessity of diligent care and upkeep. You are time-efficient and see each task as an opportunity to amaze guests with your maintenance and customer service skills. You will enjoy working with a team and contributing positively to it, but also have the ability to work on your own initiative. You will understand that this role requires the ability to perform manual handling tasks.

### Why Work for Us...

#### **Andras Hotels Employee Benefits:**

Health Care Cash Plan

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Payroll Giving in Action

Staff meals while on duty

Uniform

Discounted rate at Crowne Plaza Gym

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

Reward Club Incentive Scheme

Discounted Hotel Rates  
Hotel Incentive scheme

### Main Duties and Responsibilities...

- Achieve individual and departmental targets and objectives
- Responding to repair requests based on priority.
- Maintaining, scheduling and recording hotel maintenance each day to ensure all rooms are kept to a good standard.
- Perform maintenance activities in the guest rooms, public & staff areas such as painting, changing light bulbs, tightening or replacing fixtures and fittings
- Replacing broken furniture/equipment
- Carry out basic plumbing and electrical repairs
- Reporting issues with systems and equipment. Use external contractors as required for specialist items.
- Monitor fire & lift safety systems and equipment and all other systems as necessary. Report faults on the systems and carrying out weekly & monthly tests and checks
- Maintain maintenance stock and order parts and supplies as needed e.g. lightbulbs, filters etc.
- Keep maintenance tools in good condition
- Keep work areas clean and tidy
- Submit purchase orders for any maintenance related purchases

### Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

### Accountability...

- Works within the hotel and closely with the Estates Department
- Your hours of work will be 5 days per week on either the early shift (8.00am – 4.00pm ) or the late shift (1.00am – 6.00pm ) and will include 1 weekend day

### Qualifications and requirements...

#### 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

**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**