

MAINTENANCE TEAM LEADER - PERSON SPECIFICATION

Essential

Experience in a maintenance function, with skills in general maintenance, repairs and refurbishments.

An understanding of the trades (welding, plumbing, electrics, mechanics, etc.)

Ground care skills

Proven experience of supervising staff within a maintenance function to achieve results

Pro-active with a practical hands-on approach

Organisational, planning and time management skills – able to meet deadlines

Methodical with good attention to detail

Good problem solving and decision making skills

The ability to prioritise and adapt in a changing and at times challenging environment
The ability to remain calm and level headed in demanding situations - work well under pressure

The ability to work as part of the team and also work alone

Good communication and interpersonal skills

Able to work with a wide variety of people, relating appropriately to colleagues within NFD, external Contractors, holiday-makers and Park residents - with an awareness of representing NFD within the Park

Basic Health & Safety qualification & a good working knowledge of relevant H&S requirements - supervising others to ensure understanding of, and adherence to, good H&S practice

Full clean driving licence and the ability to drive a variety of vehicles

Computer literate; to use email, Apps as appropriate for the work and to research products and solutions online if necessary

Desirable

Experience in the holiday park industry

NEW FINDHORN DIRECTIONS (NFD)

MAINTENANCE TEAM LEADER - JOB DESCRIPTION

The Maintenance Team Leader will co-ordinate the installation, maintenance and repair work for NFD. They will be responsible for ensuring the care and maintenance of the caravans, buildings and grounds of the Holiday Park & for the maintenance of ground works & services across the wider Findhorn Eco Village site (the area known as The Park). This role includes the management of Maintenance employees, resources and equipment and reports to the Manager of NFD.

Some of the time there would be direction from the Manager as to the jobs that need to be done but most of the time the Maintenance Team Leader will plan and organise their own workload and that of the Team, taking into account short and longer term maintenance needs. As the Maintenance Team is small, they would sometimes work alongside external Contractors and other staff.

The Maintenance Team Leader will be a working member of the Maintenance team. Whilst the Team Leader is not expected to be able to carry out all the tasks, they would need to have a good understanding of what is involved in carrying out the tasks. Depending on skills/experience the Team Leader & the Team might carry out or organise any of the following activities: basic plumbing, joinery and electrical work, light construction, ground preparation, labour intensive manual work including heavy lifting, hot/cold tar works, cable, pipe and slab laying, moving or re-siting caravans/mobile homes/eco pods, cleaning & maintenance of on-site sewage treatment systems, routine electrical meter reading, operation of tipper truck/van/tractor, landscaping & gardening, use of strimmers, mowers & hand tools. However there may be other tasks required as the role is extremely varied. The Team Leader would also be responsible for the equipment, tools and machinery needed to maintain the site. Work is performed in indoor and outdoor environments with exposure to all weather conditions.

A strong candidate would be able to identify potential improvements to existing systems as well as introduce new systems where appropriate to ensure the most effective running of the Maintenance function within NFD. In addition to supervising the Maintenance function in the Park, the Team Leader needs to be able to form good working relationships with colleagues in NFD, external Contractors, Customers and the General Public. As NFD is a small organization there is the need to be flexible and willing to support other areas when the situation requires.

Responsible to: NFD Manager

Tasks & Responsibilities

To supervise and motivate the Maintenance team - establishing priorities in consultation with the NFD Manager

Management of projects as required to maintain & develop the site; creating maintenance schedules, coordinating and assisting in maintenance activities

Ensure that work is undertaken in line with agreed priorities: implement agreed solutions

Oversee all work, ensuring work is progressing in a timely way and completed to a good standard

Identify areas to develop & better ways of working (in collaboration with the Maintenance team and other colleagues) and make proposals for improvements

Respond to service requests as they arise (e.g. from Manager, Reception, Cleaning staff)

Anticipate and conduct preventative maintenance work - inspect the site regularly to identify potential problems and necessary maintenance

Conduct follow-ups on all maintenance and repair work – keep a record of all maintenance checks and repairs

Mentoring and training of Maintenance staff as necessary; involved in the employment of new staff & overseeing their induction, & development of existing staff

To propose training for staff as appropriate (in consultation with the Manager) related to the requirements of the job, skills of the current team and the interests of the staff member

Responsibility for ensuring all staff are appropriately trained & that training is up to date

Communicate well with the Maintenance team, allocating work appropriately, supporting the team on jobs and assisting with tasks as necessary

Communicating well with colleagues across the organisation to accomplish the work of NFD - being part of the team as a whole

Responsible for the Maintenance Workshop and a variety of equipment & supplies – ensuring proper storage & care

Operate necessary equipment such as tractors, mowers, hand and power tools, etc.

Work in partnership with the Health & Safety Officer & Safehands to ensure good Health & Safety practices on site & ensure the Maintenance staff comply with H&S policies and procedures

This position reports to the NFD Manager, with regular (at least weekly) meetings to update on issues arising, give progress reports and discuss both short and long term business priorities, developments and improvements

Effective planning & management of resources, including requisitioning materials and supplies as appropriate e.g. ordering sufficient materials in advance for upcoming jobs

Maintain records of work & prepare basic reports, in collaboration with the Administrator

There may be some Internet work e.g. researching products and finding solutions to problems, in consultation with others as appropriate

Engaging in education & training programmes as appropriate; Team Working, Health & Safety etc.

Terms & Conditions

Full-time position, 35 hours a week - predominantly a Monday to Friday role, however occasional weekend work may be required. The start time is normally 8.30am & finish time is 4pm (there is a half hour unpaid lunch break). A staff caravan is available for break times morning & afternoon (2 x 15 minute breaks).

Occasionally longer hours may be required at busy times, when breakdowns occur or when deadlines are approaching. Due to the nature of the Tourism Industry it is important that all staff as far as is reasonable have a flexible approach to their work. Bank holidays & any weekend working are treated as normal working days; there is not an overtime rate of pay.