

Maintenance associate job description and person specification

Reporting to: Management team/pub manager

Your role: **At a glance** *'To deliver an excellently maintained pub/hotel by carrying out all required maintenance duties and responsibilities, in line with an approved task list. To adhere to all Wetherspoon standard operating procedures (SOPs) and company policies, to maintain a clean, safe and legal workplace.'*

There are a few **essential requirements** you'll need to start:

- Have a proof of right to work in the place where you will be based (UK or ROI).
- Have a bank account in your own name in the place where you will be based (UK or ROI).
- Be able to converse in English and to understand the language to complete training and other duties associated with your job role.
- Have a fixed place of residence within reasonable travelling distance of your place of work.
- Basic computer literacy.

About you:

- Demonstrate passion and enthusiasm in your role and show commitment to your pub and to Wetherspoon.
- Have the ability to manage time and prioritise tasks.
- Show enthusiasm and commitment.
- Have the ability to develop good communications skills with team members and third-party contractors.
- Be honest, trustworthy and respectful.
- Be able to work unsupervised and resolve problems, using your own knowledge, while working within relevant guidelines.
- Remain calm when working in a fast-paced environment.
- Adhere to Wetherspoon's appearance standards, ensuring that correct PPE is worn, when required.

- Receive regular feedback from the management team and achieve any actions agreed on.

A day in the life:

- Work as a team throughout the business to achieve the company's mission statement: 'To have by far the best CQSMA standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable.'
- Deliver consistently high standards of cleanliness, quality, service, maintenance and atmosphere (CQSMA).
- Be welcoming to customers – interact, say 'hello'; just as important, say 'thank you' and 'goodbye'.
- Work to the approved task list only. Do not complete tasks which are not approved.

Maintenance:

- Ensure that all pub/hotel rooms, corridors, reception areas and stairwells are maintained to the highest standards.
- Assist in signing contractors onto Wisdom and work with Wetherspoon's third-party contractors, ensuring that all work completed is in line with Wetherspoon's standards.

Decoration:

- Ensure that all pub/hotel rooms, corridors, reception areas and stairwells are decorated to the highest standards.
- Follow the decoration standards guidelines to ensure that the correct preparation and finish are applied. You will need to ensure that you use the correct specification paint, stain and wallpaper, decorating with like-for-like colours, unless a change is approved.
- Provide a programme of works to the management teams to allow rooms/corridors to be taken out of service, as requested.

Safety and security:

- Follow security procedures and carry out checks, as required, to ensure that the building is secure and that all on-site employees and guests are safe, at all times.
- Carry out risk assessments, where required, including scheduled fire safety checks, to ensure the safety of all on-site employees and guests.
- In the event of a fire alarm being activated, ensure that the appropriate evacuation procedures are followed and contact is made with the designated person/s.

General, including company requirements:

- Maintain any office administration, in line with company policy, including correct and proper use of all duty managers' log books, CCTV, keys, safes, storage of paperwork and any other records.
- Maintain accurate stock control, including accurate ordering and delivery-checking (including taking in deliveries, where required) of any materials required, in line with your duties.
- Adhere to all company policies and procedures, communicating any issues or concerns to management.
- Carry out any reasonable task as requested by the management team or Wethercentre to meet the needs of the business.

In order to keep your working environment safe, legal and comfortable, adhere to the following:

- All legislation and Wetherspoon policies, including: building regulations, listed building consent/planning permission.
- Data protection policy.
- Work with the head-office compliance team to ensure that all aspects of compliance are adhered to, eg legionella records, asbestos register, permit-to-work procedures.
 - Standard operating procedures
 - Stock control procedures
 - Equality, diversity and inclusion policy

- All aspects of food hygiene, health and safety policies, fire safety, COSHH, accident- and incident-reporting and any other relevant legislation, to ensure safety on the premises

Training and development:

- Complete your allocated training programme, including ongoing associated online training, within the stated time frames.
- Attend and actively participate in regular team meetings and training sessions.
- Generate and share ideas for improvements in your pub and across the company.
- Embrace change in your pub and Wetherspoon.
- Strive to achieve everything you can on the Wetherspoon action plan.

Career opportunities:

As a maintenance associate, you are not expected to manage, motivate or lead the team; however, if you would like to progress in Wetherspoon, our **award-winning training programme** offers you the skills and knowledge which you will need to proceed and succeed. Speak to your pub manager about the opportunities available to you; they may include:

- Cross-training into a different role
- Catering academy
- Team leader training programme
- Shift leader academy
- Management academy
- People management academy
- Pub manager academy

*Reference: JOB0005-V3-0823
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