

# Role Profile – Maintenance Assistant

Grade

U2

## Purpose

To provide multi-disciplined reactive maintenance services to funeral homes, food stores and manufacturing sites located in the West & East Midlands and surrounding areas and the HQ in Lichfield.

## Key Relationships

- Senior Facilities Manager (SFM)
- Facilities Operations Manager (FOP)
- Retail Operations - Food / Funeral (RO)
- Managing Agent (MA)
- Property Team / FP&D Team

## Key Accountabilities

- Carry out reactive maintenance jobs within SLA. Examples of which are, fabric work, F&F, plumbing, decorating, carpentry, re-lamping, landscaping.
- Emergency works relating to site closures & trading impact, where required coordination/work in unison with specialist contractors to minimise operational disruption.
- Close down/update work orders in our maintenance portal.
- Complying with all statutory and Society Health, Safety and Fire Regulations and take all necessary action to avoid risk. (Including Working from Heights, Risk Assessment & Method Statement and Personal Protective Equipment policies).
- Complete site inspections & asset registers.
- Management of tools, stock & trade accounts.
- Promote an open and effective working relationship with all colleagues, stakeholders and 3rd parties.
- Act as a co-operative and supportive team member within the Facilities team.
- Maintain CEC values and principals at all times and a culture of continuous improvement.
- Undertake training as agreed with your line manager to achieve objectives of the role.
- Any other duties that may be required.

## Measures of Success

- Internal and external customers are fully satisfied with work and service.
- Individual daily targets are met to quality standards.
- Follow prescribed policies & procedures.
- Society perception & feedback from RO Teams
- Site inspection reports, observations and actions
- 1-2-1 with SFM & personal objectives
- Advocate of our society core values and promote a safe way of working.

## Experience/ Qualifications Required

- Previous experience in a similar capacity and a relevant trade qualification.
- Multi-site experience, retail preferred
- Experience of building and maintain relationships with key stakeholders
- Strong communication skills verbal and written
- A sound knowledge of Health & Safety in the workplace
- Ability to use IT systems and Apps