

LEEDS CASTLE

DESIGNED TO ENTERTAIN & AMAZE

MAINTENANCE TECHNICIAN (MULTI-SKILLED)

Role Profile & Job Description



LEEDS CASTLE

JOB DESCRIPTION

JOB TITLE: *Maintenance Technician (Multi-Skilled)*

REPORTS TO: *Maintenance Supervisor (Operations)*

CONTRACT: *Permanent, Full Time*

DEPARTMENT: *Estate Services*

LOCATION *Leeds Castle is a stunning, 900-year-old moated castle, set in 990 acres of Grade II listed parkland in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1976 and continues her story as a glamorous retreat and popular visitor attraction.*

PURPOSE *To carry out preventive & reactive maintenance across Castle & Estate buildings & infrastructure.*

KEY RESULT AREAS

- ❑ *Undertake preventative & corrective maintenance of Castle & Estate buildings & infrastructure, to ensure excellent standards of presentation and legal compliance. To include water systems, building works, brickwork, tiling, roofing, paving, plastering, decorating, plumbing and all other aspects of building work as required.*
- ❑ *Inspect & determine best approach to allocated works, using appropriate techniques, materials and tools to undertake work in a safe, compliant manner, to required standard & legislative requirement.*
- ❑ *Use of maintenance management system & mobile devices to report & record work activity accurately, including all required administration.*
- ❑ *Work collaboratively with Maintenance Team members to provide an excellent service to internal and external customers, acting courteously at all times.*
- ❑ *Escort & supervise specialist contractors, ensuring that completed work is inspected to confirm it is the right quality before contractor leaves site.*
- ❑ *Carry out refurbishment & new projects, utilising building condition reports & estate drawings, ensuring all work is planned & completed to a high standard, in a timely manner.*
- ❑ *To act on and report to Maintenance Supervisor (Operations) any potential hazards to self, staff, volunteers and guests.*

- ❑ *To promote & support positive team spirit within Maintenance and beyond.*
- ❑ *Carefully drive maintenance vehicles when required, following suitable training.*
- ❑ *Ensure that the charity gets the best value for its money from works.*
- ❑ *Maintain highest standards of behaviour, performance and appearance, ensuring that designated uniform is worn at all times.*
- ❑ *Be fully conversant with & adhere to Leeds Castle Policies, Employee Handbook, Health and Safety at Work, Fire and Emergency Procedures.*

CORE ACCOUNTABILITIES:

- ❑ *Demonstrate a positive, proactive and flexible approach in delivering a high quality customer-focused service to staff and visitors to the Castle and Grounds. This will also include supporting not only maintenance activities but also events when requested, on a 5/7 day working week.*
- ❑ *High standards of work completed in a timely manner.*
- ❑ *Self-motivated and able to work with minimum supervision.*
- ❑ *Follow Company and Health & Safety policies to maintain a safe working environment.*

<i>Knowledge, Experience and Skills</i>	<i>Personal qualities</i>
<i>Experience of completing high quality work across a broad range of building areas.</i>	<i>Excellent interpersonal, relationship & collaborative working skills.</i>
<i>Appreciation of constraints & requirements of working in a heritage, listed environment.</i>	<i>Pragmatic & flexible, understanding of need to undertake works while open to public.</i>
<i>Good understanding of Health & Safety requirements, safe working practice & legal compliance requirements.</i>	<i>Courteous & customer focussed (external & internal).</i>
<i>Experience of working with facilities management system (PDAs, etc). Basic computer literacy.</i>	<i>Good team player, respects the skills and expertise of others.</i>

In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised overleaf:

VISION	<i>Become the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight</i>
VALUES:	
	<i>WELCOMING: Everyone is treated as a valued guest</i>
	<i>BEHAVIOUR: We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.</i>
	<i>SURPRISING: We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches.</i>
	<i>BEHAVIOUR: We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.</i>
	<i>ENDURING: As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.</i>
	<i>BEHAVIOUR: We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.</i>
<i>NURTURING: We continue the estate tradition of looking after our people & communities.</i>	
<i>BEHAVIOUR: We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.</i>	

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required. By signing this job description, you are confirming that you have read and understood all of the above and agree to adhere to this description whilst carrying out your role as Maintenance Technician.