



ROLE PROFILE

Job Role:	Maintenance Operative (GC)
Salary:	Grade C
Competency Band:	2
Location:	Across all KAL Facilities
Responsible To:	Repairs & Maintenance Supervisor
Responsible For:	None

Role Description

KAL has invested heavily in all of our facilities over recent years and we continue to develop our facilities to ensure that they meet the ever changing needs and demands of our customers.

Working as part of a small but effective Maintenance Team across all KAL facilities, you will be confident, committed, organised and devoted to ensuring that our facilities are maintained to the highest standards that our customers expect.

We need to keep our customers safe and you will play a big part in that. You will carry out remedial works to ensure that our customers are able to use our facilities at all times.

Working in a fast paced environment with conflicting demands you'll have a no-compromise attitude towards the safety and comfort of our customers and staff. You will be reliable so our Operational Teams know that they can rely on you so that we delight our customers whether internal or external every single time. There is no room for complacency or second-best.

Key Tasks

- To undertake basic maintenance ensuring that facilities remain safe and in an operational condition with particular attention to:
 - Day to day building fabric maintenance
 - Day to day building fabric repairs
 - Decorating of various KAL facilities
 - Operation of Pool Plant Equipment (full training will be given)
 - Planned and Reactive facility maintenance
- Work as part of a team to ensure the continual maintenance and improvement of our facilities



- Ensure that all policies and procedures eg COSHH, Risk Assessments and PPE are followed at all times
- Ensure that all customers receive the highest levels of customer care by contributing to a customer experience which is second to none.
- Be self-driven and able to work off your own initiative.
- Behave in a manner which displays our values of One Team Excellence and Passion at all times to our customers, colleagues and partners

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential Criteria

- The ability to consistently demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- The ability to travel to all sites across KAL
- Ability to work a variety of shifts including earlies, lates and weekends on a rota basis
- Confidence and experience in dealing with people and following instructions
- Computer literacy
- Good level of written and numeracy skills
- Strong administration skills
- Basic knowledge of Health & Safety as it relates to the role
- To have a level of fitness and to be physically fit to carry out the full range of tasks of the role including working at heights, working outdoors, working in confined spaces and at times working alone
- Have high standards of workmanship and housekeeping
- Willingness to take responsibility for own personal development

Desirable Criteria

- Role related Level 1 qualification
- A nationally recognised level 2 pool plant qualification
- Experience of working with swimming pools, including pool testing, interpreting pool test results and carrying out planned preventative maintenance (PPM)
- Trade experience or experience of working in a similar role
- Experience of working in areas where members of the public are present
- KAL Welcome Induction
- KAL Health and Safety Induction



In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of Maintenance Operative (Development) is Band 2 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at application. You would then be expected to progress until you are consistently meeting all the competencies within Band 2.

You are expected to provide evidence of how you meet these competencies as part of the application process. These competencies may be tested within the interview process.

The KAL Competencies can be found on our website.