



ROLE PROFILE

Job Role:	Maintenance Operative
Salary:	Grade E
Competency Band:	2
Location:	Across all KAL Facilities
Responsible To:	Facilities Management and Safety Manager
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.

The role of Maintenance Operative is a hands on role and you will be required to carry out a varied range of tasks, including working at heights, working outdoors, working in confined spaces and at times working alone.

We need to keep our customers safe and you will play a big part in that. You will carry out preventative and 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. We will be able to rely on you so that we can delight our customers whether internal or external every single time. There is no room for complacency or second-best.

Key Tasks

- To undertake repairs and maintenance ensuring that our facilities remain safe and in good working order. We will provide all tools and equipment required. There will be particular attention to:
 - Day to day property repairs and maintenance
 - Operation and maintenance of Swimming Pool Plant Equipment
 - Planned Preventative Maintenance
 - Working with site Operational colleagues and Corporate Facilities Management to prioritise and arrange work
- Work as part of a team on refurbishment projects across various KAL sites
- To respond to urgent or emergency repairs on rotation across all KAL sites
- To regularly update Corporate Facilities Management on work progress/completion and ask for support where needed in person and by using KAL's Maintenance Management system
- Ensure that all customers receive the highest levels of customer care by contributing to a customer experience which is second to none
- Assist with induction and training of new or junior staff

Essential Criteria Definition

These are the skills, qualifications, experience and attitudes 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 experiences 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
- Ability and willingness to travel to all sites across KAL
- Confidence and experience in dealing with people and following instructions
- Computer literacy
- Good level of written and numeracy skills
- Knowledge, experience and a positive approach with regards to Health & Safety as it relates to the role
- Have the ability to demonstrate experience in a similar or trade role incorporating a range of general property repairs and maintenance tasks
- Ability to use a range of power tools
- Experience of working at height
- To have high standards of workmanship and housekeeping
- To be self driven and able to work off your own initiative
- Willingness to take responsibility for own personal development

Desirable Criteria

- Experience and ability to demonstrate competence working with Swimming Pool Plant and Heating, Ventilation and Cooling (HVAC) systems
- Nationally recognised level 2 Pool Plant Qualification
- A level 2 trade qualification or ability to demonstrate equivalent skills and experience
- Current formal training in Working at Height & Ladders
- Valid PASMA (Tower Scaffold) and IPAF (MEWP) Card
- Experience using a computerised maintenance management system
- 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 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.