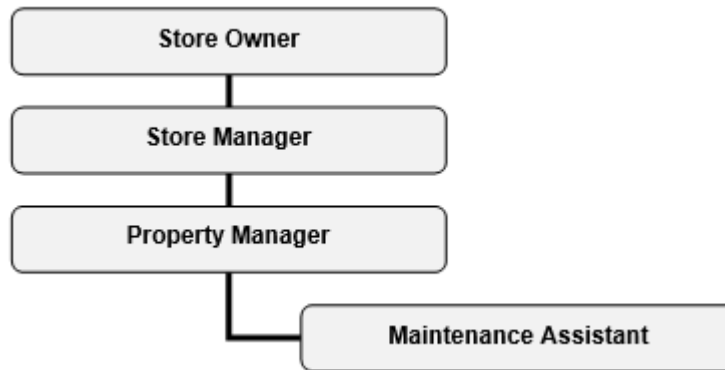


POSITION TITLE	Maintenance Assistant
STORE	PNS Mill St
REPORTS TO	Property Manager
PURPOSE OF POSITION	The maintenance assistant will be responsible for ensuring that the store premises are well maintained, safe, and comfortable for customers and employees. The Maintenance assistant will work under the direction of the property manager and will be responsible for performing routine maintenance and repairs on the stores equipment and facilities.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Maintenance Manager
- Department and Duty Managers
- Other store staff

EXTERNAL

- Suppliers
- Customers
- Contractors

Physical Demands: The maintenance assistant will be required to stand, walk, and use their hands and arms to perform tasks. They may also be required to climb ladders, bend, kneel, and lift and move heavy objects. The Maintenance Assistant must be able to work in a variety of weather conditions and be able to respond to emergency maintenance requests outside of regular business hours.

Working Conditions: The maintenance assistant will work primarily indoors but may also be required to work outside on occasion. They may be exposed to dust, chemicals and other hazardous materials and must be able to follow all health and safety protocols to minimize the risk of injury or illness. The maintenance assistant must be able to work in a fast-paced and dynamic environment and be able to prioritize tasks and manage their time effectively.

ACCOUNTABILITIES

OPERATIONAL

This job description is not intended to be all-inclusive. The maintenance assistant may be required to perform other non-related maintenance assistant duties as required or assigned by the maintenance manager. You may be required to work in other departments throughout the store when requested.

Complete the tasks as a Maintenance Assistant, including (But not limited to);

- Conduct regular inspections of the premises to identify maintenance and repair needs.
- Perform routine maintenance and repairs on equipment, fixtures and facilities as required.
- Keep maintenance records and report all maintenance activities to the maintenance manager.
- Assist with the installation and removal of equipment and fixtures as required.
- Troubleshoot equipment and facilities issues and make recommendations for repairs or replacements.
- Ensure compliance with health and safety regulations and report any safety hazards to the maintenance manager.
- Ensure that all equipment and facilities are operating efficiently and effectively.
- Assist with general cleaning and maintenance tasks as required.
- Respond to emergency maintenance requests outside of regular business hours as needed.

FINANCIAL

- Ensure costs kept within the parameters set out by Owner Operator. Manage assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.
- Meet annual, monthly and weekly targets and review with the buying team. the sales, gross profit, contribution to profit and cost targets in line with the store targets, proactively taking action to remedy adverse trends.
- Ensure all promotional monies, gifts, free stock vouchers etc. are receipted with the owner and remain the property of the company for distribution as the owner sees fit.

CULTURAL

- Effectively act to resolve issues to satisfaction of customers and business through agreed company values.
- Support the development of the store's culture by working with the rest of the management team to support and deliver relevant programmes that maintain and build this uniqueness.
- Contribute to the overall effectiveness and efficiency of the store through input to the senior team and active participation and support of department and store wide initiatives.
- Maintain a standard of discipline which reflects in high standards of behaviour and dress as required by the Foodstuffs format and Owner.

PEOPLE FOCUS

WORKING WITH PEOPLE

- Self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and rewarding the contribution of others
- Actively builds a team spirit of openness and inclusiveness where staff feel able to offer ideas
- Listens, consults and communicates openly and proactively
- Adapts style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

PERSUADING AND INFLUENCING

- Makes a strong, positive personal impression on others
- Gains clear agreement and commitment from others by persuading or negotiating
- Inspires and convinces others, giving them the confidence to do their jobs effectively
- Facilitates discussions to ensure all ideas are heard and to influence outcomes and actions
- Manages conflict openly, fairly and quickly
- Uses questioning and listening skills to understand issues and create solutions with others
- Is resilient; persuading others to keep trying new things even in the face of setbacks
- Accepts new ideas and initiatives, able to adapt to changing circumstances
- Shares knowledge and expertise

RESULTS FOCUS

PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)

- Clearly communicates the goals and objectives of the business
- Plans activities and projects well in advance, and takes into account possible changing circumstances
- Works in a systematic way; putting systems and processes in place to ensure compliance and consistent levels of service despite changes in staff or suppliers
- Delegates effectively; empowering people yet holding them accountable
- Has effective time management; working on the business more than they work in the business

CUSTOMER FOCUS

MEETING CUSTOMER EXPECTATIONS

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment where customers want to shop
- Looks at, and responds to feedback from all sources
- Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the store

CO-OPERATIVE CULTURE

ADHERING TO PRINCIPLES AND VALUES

- Personally upholds ethics, Foodstuffs and store Values and accepts nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers and colleagues)
- Consistently, openly, and fairly addresses difficult issues (e.g. poor performance, conflict, theft)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the organisation's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

'CO-OPERATIVE' SPIRIT

- Competitive externally rather than internally (and at the expense of the Co-operative)
- Uses the strength of the Co-operative; following co-operative guidelines and challenging themselves, their colleagues, and the organisation to do the right thing even if it does cost money
- Encourages individual and business contribution to the community
- Builds a wide and effective network of contacts that they use for support and sharing great ideas

ESSENTIAL

- Computer literate
- Retail experience
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written / spoken English
- Advanced maths skills

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: