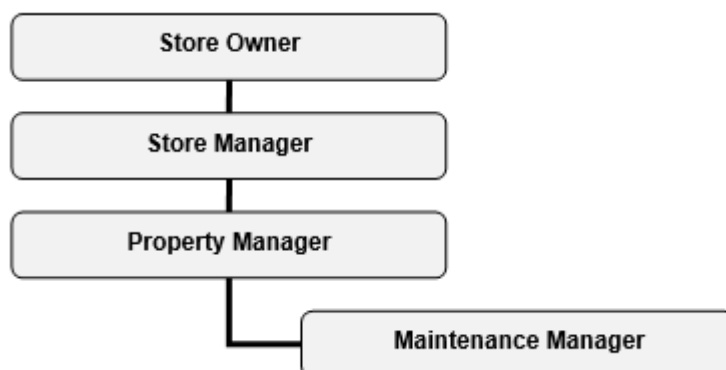


JOB DESCRIPTION

POSITION TITLE	Maintenance Manager
STORE	PNS Mill Street
REPORTS TO	Store Manager
PURPOSE OF POSITION	<p>The Property Manager is responsible for ensuring the maintenance and upkeep of the property, machinery, electrical systems, and fixtures, while being available for emergency repairs and serving as second point of contact in emergency response . Regular inspections, prompt resolution of breakdowns, and ensuring equipment is serviced on schedule are key responsibilities.</p> <p>The Property Manager will design repair solutions, acquire quotes, and manage preventative maintenance to avoid potential issues. They will also address health and safety concerns promptly, collaborate with staff to minimise disruptions, and provide clear communication on ongoing work.</p> <p>Additionally, the role involves overseeing the maintenance manager, contractors, troubleshooting equipment, and ensuring compliance with safety standards. The Property Manager will support the Maintenance Manager by assisting in, resource management, and the development of preventative maintenance plans.</p>
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- Department and Duty Managers
- HR/Training/Compliance Manager
- Other store staff

EXTERNAL

- Suppliers
- Foodstuffs Specialists
- Other Foodstuffs Employees
- Industry contacts
- Customers

COMMITTEES

- Store Management Team
- Health and Safety Committee

Physical Demands: The Property Manager must be able to stand, walk, and use their hands and arms to perform various tasks. They may also need to climb ladders, bend, kneel, and lift or move heavy objects. The Property Manager should be capable of working in different weather conditions and responding to emergency maintenance requests outside regular business hours.

Working Conditions: The Property Manager will primarily work indoors but may occasionally be required to work outdoors. They may encounter dust, chemicals, and other hazardous materials and must adhere to all health and safety protocols to minimize the risk of injury or illness. The Property Manager must be capable of working in a fast-paced, dynamic environment, prioritising tasks, and managing time efficiently.

ACCOUNTABILITIES

OPERATIONAL

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

Complete the tasks as a Property Manager, including (But not limited to);

- Ensuring maintenance and upkeep of the property and grounds, machinery, electrical equipment, vehicles, internal/external walls, fixtures and fittings.
- Available 24/7 for emergency maintenance, urgent repair callouts, and serving as second point of contact in the emergency response and maintenance chain.
- Designing, implementing and fabricating solutions for repairs and requested hardware.
- Acquiring quotes for repairs, additional equipment, replacement equipment, refurbishment.
- Ensuring acquired quotes are always the best price and the best financial decision for the business.
- Approving quotes and ensuring quotes match invoices.
- Day to day checks of the property, plant, machinery, equipment, fixtures.
- Resolving breakdowns of the plant, machinery, equipment in a timely manner.
- Ensuring equipment and machinery is serviced according to the manufacturers recommendations or management agreed schedules.
- Rectify health and safety issues promptly to protect staff, customers, and contractors
- Inducting new contractors.
- Identifying potential issues with any plant, machinery and equipment.
- Preventative maintenance, minimising the potential for any breakdowns/failures before they occur.
- Working with store staff to implement the best solutions/fixes to ensure uninterrupted operation of store/department functions and trade.
- Communicating with store staff verbally and electronically ensuring relevant staff are informed of any updates to planned work and work being undertaken until completion of the work.
- Monitoring completed work after replacement, repair or installation to ensure it is fit for purpose and functioning correctly.
- Management of contractors conducting work, cleaning or scheduled maintenance.
- Identifying knock-on effects that maintenance, replacement or repair may have on related or connected systems, equipment and machinery including networked devices and systems.
- Prioritising work based on the impact it may have to the business trading as normal.
- Conduct regular inspections of the premises to identify maintenance and repair needs.
- 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 that all equipment and facilities are operating efficiently and effectively.
- Establish roles, responsibilities, and performance standards for the maintenance manager to ensure alignment with property goals.
- Schedule regular check-ins to discuss ongoing projects, potential issues, and any updates on maintenance or repair work.
- Review maintenance schedules, track completion of tasks, and ensure that work is being done efficiently and within agreed timelines.
- Ensure that the maintenance manager is adhering to all relevant health, safety, and regulatory standards during maintenance operations.
- Conduct periodic performance evaluations to assess the maintenance manager's effectiveness and provide constructive feedback for improvement.
- Ensure that the maintenance manager properly supervises contractors and verifies that external work is completed according to contract terms.
- Work with the maintenance manager to develop and implement a preventative maintenance plan to avoid costly repairs and minimize downtime.
- Ensure the maintenance manager has the tools, staff, and resources needed to complete tasks efficiently and meet maintenance demands.

- 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.
- FINANCIAL**
- 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.
- CULTURAL**
- 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: