

Waterstones

Job Title	Regional Maintenance Technician (RMT)
Reports to	Area Maintenance Manager
About us	Waterstones is the cornerstone of bookselling across the UK and Ireland. Joining Waterstones means being an active part in a success story that began in 1982, and books are as popular now as the day we started. Trading across the UK, Ireland and Europe, we are present in over 350 shopping locations, where Waterstones continues to thrive, each year actively pursuing a programme of new bookshop openings. Online at Waterstones.com, we meanwhile mirror the essence of our bookshops, further showcasing the unique enthusiasm and knowledge of our booksellers.
Purpose	Responsible for carrying out and coordinating maintenance activity for the bookshops and cafes in a regional area. Reporting into the Area Maintenance Manager and working alongside Maintenance Service Desk, H&S, regional support and retail teams. Supporting with central initiatives and projects as required.
Key Responsibilities	• Maintenance and statutory compliance works for the bookshops in the designated area looking after a number of stores. • Manage a defined job list for each store, ensuring jobs are completed within agreed timescales. • Work closely with shop and regional support teams to identify maintenance issues to create job lists and plan workload. • Reporting on sub-contracted Project and maintenance works. • Ensure that completed works are reported back to the Service Desk to ensure record keeping and evidence is captured. • Undertake annual inspection reports, capturing H&S risks and immediate actions, updating asset records and identify shop improvements. • Ensure all maintenance consumables are available and arrange replenishment to ensure agreed stock levels are maintained. • Undertaken relocation of kit and equipment as required. • Carry out general maintenance, good housekeeping practices to ensure that the life expectancy of all installed equipment is maximised. • Participate in Health & Safety Codes of safe working and other environmental issues to ensure total compliance with Waterstones Health, Safety and Environmental Policy. Report any omissions or risks that might compromise a safe working environment. • Attend to all reasonable emergency call-out requests as speedily as possible and maintain good communications with the store and Service Desk with the progress of all outstanding works. • Communicate with the Retail Team regularly about ongoing issues and projects.

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	• Work on and manage individual and company led projects for stores in your area. • May be required to work away from base area and stay away on occasion when supporting central projects. • Support the Area Maintenance Manager.
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Experience and Qualifications	Essential • Multi skilled technician with a broad skill base; electrical, decoration, joinery, plumbing etc. • Good working knowledge of relevant H&S and working in public environments. • A good understanding of building maintenance. • Reasonable level of IT knowledge, emails, excel, and word documents. Desirable • Electrical training • PASMA (training will be provided). • Previous experience of working in a retail environment preferred
Person Profile	• Ability to work independently and as part of a team. • Ability to juggle conflicting priorities. • Ability to explain complex issues and technical concepts to non-technical audiences. • Calm and professional approach. • Must be able to problem solve easily. • Friendly and approachable nature with great communication skills. • Time management skills. • Ability to work from instruction and make decisions as needed with minimal supervision.
Key working relationships	The RMTs will work closely with • Retail - Shop Managers • Retail - Regional Managers and Retail Area stakeholders • Area Maintenance Managers (AMM's) • Maintenance Service Desk • Head of FM • Head of Shop Development • Outsourced Contractors and suppliers
Diversity Statement	At Waterstones, we are committed to creating a workplace that is fair and inclusive to people from all backgrounds, perspectives and experiences, and we strive to promote an inclusive work culture. We are working hard to ensure our recruitment processes are free from bias, and our aim is to be truly representative of all sections of society and our customers, and for each employee to feel fully respected and able to give their best.
Reasonable Adjustments	We understand that some disabled applicants may, due to the nature of their disability, find some parts of the recruitment process challenging. If you need any reasonable adjustments during any part of the interview process, please make these known either to your interviewer or the person you liaise with when setting up your interview.