



TITLE : Maintenance Manager
LOCATION : Phinda Private Game Reserve
CONTACT PERSON : recruitment@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS

General

- You would report to the South African Technical Manager.
- You will assist in all the maintenance at Phinda - including plumbing, electrical (domestic), refrigeration and air conditioning, building, carpentry and general maintenance.
- You would be required to assist in planning the preventative maintenance program.

Stock and Tools

- You will endeavor to keep a par stock of spares that will allow you to affect emergency and other repairs efficiently.
- You would be responsible for your budget lines and report monthly on these.
- You will ensure that tools and spares are neatly stored and packed away.
- You will perform a stock take of tools from time to time and report any shortfalls to the manager.

Communication

- Maintain open communication channels with the lodge or operations managers and camp managers and ensure that clear feedback loops are in place to ensure that status reports on problems are fed back to those who have reported them.
- Hold frequent meetings with Lodge managers and operations managers.
- Will have a morning meeting with maintenance staff and make sure that good team work exists and that systems and procedures are adhered to

Guest relations

- Ensure that when interacting with guests in the lodge environment that you are well presented, friendly and courteous.

KNOWLEDGE REQUIRED

- Hospitality
- Environment
- The surrounding communities
- The country
- Company Knowledge (&BEYOND as well as the Foundation)
- Valid unendorsed SA driver’s license essential.



SKILLS REQUIRED

- Communication skills - with guests and fellow staff members
- Standard of your work must exceed the standard of the lodge
- Good organisational ability and lateral thinking ability
- Initiative
- Must adhere to World Class Hospitality and Service Standards
- Professional, courteous, hospitable to guests
- Must be able to lead people and correct things when needed
- Honest, have good integrity, proactive and driven person who has career ambition

PERSONAL CHARACTERISTICS

- Able to handle pressure, and still operate effectively
- Energetic, proactive person
- Good interpersonal skills - able to function as part of a team
- Attention to detail and initiative
- Diligence and self-motivation to meet deadlines and keep on top of your job
- Willingness/ability to share information and teach and inspire others

PREVIOUS WORK EXPERIENCE REQUIRED

- Must have at least 5 years' experience as a Maintenance Manager in a similar sized operation.
- **Must be experienced/qualified in at least one of the following disciplines - Electrical (single & three phase). Refrigeration and Air-conditioning and have general experience in the following - plumbing, sewage treatment systems, water treatment systems, building and general maintenance.**

This is a permanent live-in position, based at Phinda

Transport to/from leave cycles is the successful candidate's own responsibility

We reserve the right to not make an appointment.