



Job Title: **Maintenance Manager**

Grade: **3**

Location: **Longleat**

Department: **Facilities**

Reports to: **Head of Facilities**

Job Summary

This is a management position that is responsible for the delivery of a customer focused maintenance service in all areas of the Longleat Safari Park, LEL.

This is a leadership role, offering support and direction to a team of maintenance operatives. Working with the Head of Facilities, you will formulate and subsequently deliver plans and strategy for both reactive and planned maintenance across the Longleat Park. You will have an understanding of a variety of trade skills - including electrical, plumbing, small construction and repair, IT and painting and decorating.

Striving to deliver a service balance between the leisure business and a traditional estate, you will work closely with the department managers to ensure all buildings within the Safari Park are maintained effectively and efficiently. Top priorities are ensuring customer satisfaction is maintained, and the business remains compliant.

Key Responsibilities

Maintenance Manager

- Lead, motivate and develop a multi-skilled maintenance team, creating a high performing, accountable and customer-focused culture.
- Provide visible leadership and support to all direct reports through regular communication, coaching, performance management and development planning.
- Promote employee engagement, wellbeing and inclusion whilst ensuring Longleat cultural values remain embedded within the team.
- Develop and maintain a robust Planned Preventative Maintenance (PPM) programme to maximise asset life, minimise downtime and improve operational efficiency.
- Manage all reactive and planned maintenance activities through CAFM systems, ensuring effective job allocation, prioritisation, tracking and completion within agreed service levels.
- Ensure full statutory compliance across all maintenance activities including Health & Safety, fire safety, electrical compliance, water hygiene, CDM regulations, environmental compliance and safe systems of work.
- Lead the maintenance team in maintaining safe working practices at all times and ensure all company policies, procedures and risk assessments are adhered to.
- Conduct regular audits, inspections and compliance reviews to ensure operational standards are consistently achieved and risks are effectively managed.
- Identify training needs and create development plans to ensure the maintenance team maintain appropriate competencies, qualifications and technical capability.

- Manage onboarding, recruitment and succession planning for the department, supporting long-term team stability and capability growth.
- Develop strong working relationships with operational departments and key stakeholders to ensure maintenance priorities align with business requirements and guest expectations.
- Work collaboratively with departments across the Estate and Safari Park to minimise operational disruption and support the delivery of an exceptional guest experience.
- Oversee contractor procurement, onboarding, performance management and compliance, ensuring all contractors work safely, effectively and in line with Longleat standards.
- Review specifications, quotations and contractor proposals, ensuring value for money and quality of service delivery.
- Manage minor works projects including planning, scheduling, contractor coordination, budgeting and delivery within agreed timescales.
- Monitor departmental budgets including payroll, materials, contractor spend and operational expenditure, ensuring financial targets are achieved.
- Seek opportunities for cost savings, operational efficiencies and service improvements without compromising safety or quality standards.
- Ensure maintenance teams maintain workshops, plant rooms, tools, vehicles and work areas to the highest standards.
- Develop effective stock control and material management processes to ensure operational readiness and minimise waste.
- Analyse maintenance trends, recurring faults and operational data to identify opportunities for continuous improvement.
- Support business continuity by participating in emergency call out rotas and responding to breakdowns or operational incidents when required.
- Represent the Company professionally at all times, maintaining positive relationships with guests, contractors, suppliers and stakeholders.
- Undertake any other reasonable duties as required by the line manager consistent with the scope and seniority of the role.

General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- Recognised trade qualification
- Substantial experience in multi-trade hands on experience
- 3 years + experience managing a multi-trade team
- 3 years + Experience in a Property Maintenance or Construction Management environment.
- Must be able to demonstrate a high level of knowledge and experience in the managing of Technicians, Engineers and sub-contractors.
- Evidence of delivering high levels of customer service.
- Proven track record of delivering improvements in a maintenance environment.

Desirable

- Experience of dealing with historic buildings and their conservation.
- CSCS Card
- Electrical, plumbing, carpentry knowledge
- H&S qualification eg NEBOSH
- Experience in maintenance negotiating/working with local communities
- Theme Park / Hospitality experience
- Facilities/Maintenance management qualification.

The Ideal Candidate – Key Competencies

Essential

- Excellent written and verbal communication skills
- Computer skills including MS Word, Excel, Outlook.
- Be a good negotiator.
- Be able to analyse written and numerical information.
- Be able to co-ordinate the work of others.
- Be able to manage external contractors.
- Good organizational and time management skills
- Be able to cope well with pressure and work to tight deadlines.
- Self-motivated with excellent customer service skills.
- Excellent interpersonal skills
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Desirable

- Use of Project Management software such as:
- MS Project.
- MS Office applications.

Position within the Team

