

JOB DESCRIPTION

Post: Maintenance Lead

The Maintenance Lead is the guardian of the customer experience across our entire site. This role ensures that every area in and around the store feels tidy, safe, aesthetically pleasing, and aligned with the high standards of our brand. With a blend of practical skills, problem-solving ability, and pride in presentation, this role will ensure our customers have a fantastic experience from the moment they step on-site, until the moment they leave.

This means undertaking general DIY tasks, as identified on our maintenance log, as well as supporting small-scale construction or restoration projects, and leading site-wide setup for events. You will also work closely with our onsite partners, ensuring their spaces remain functional, safe, and visually appealing.

Key Responsibilities

- Conduct regular walk-throughs to identify issues before our customers notice them
- Manage the maintenance log and ensure all tasks are completed in a timely manner
- Collaborate with management to plan and execute maintenance-related projects efficiently and safely
- Maintain a high standard of presentation across indoor and outdoor areas, including signage, displays, fixtures, lawns and customer pathways.
- Assist onsite partners with the upkeep of their allocated spaces
- Restore or build shelving, cabinets, and other small furniture or display units as needed using basic carpentry skills
- Carry out day-to-day repairs, including fixing broken fixtures, touching up paintwork, tightening fittings, and addressing wear and tear
- Perform general tasks to keep the site in excellent condition ensuring all customer-facing areas are clear of litter, safe, hazard-free, and compliant with health and safety expectations

- Support the setup and breakdown of events, including moving equipment, preparing spaces, and ensuring everything is functional and presentable.
- Keep the tool storage area organised and request replenishment when needed
- Liaise with external contractors where appropriate to ensure tasks are completed
- Contribute to risk management by identifying and escalating operational risks and ensuring compliance with company policies and safety standards.
- To comply with legislative requirements, company policies and guidelines in respect to health & safety and data protection
- To ensure the Macknade vision, ethos and values are at the heart of the customer experience at every touchpoint
- To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct
- To undertake any other duties as reasonably requested.

Skills & Experience

- Basic knowledge of practical trades such as carpentry, painting, basic electrical awareness, or general DIY
- Experience in a maintenance or facilities role is desirable
- Strong problem-solving skills with the ability to assess issues and take initiative
- Good organisational skills and the ability to prioritise tasks effectively
- A keen eye for detail and a natural sense of what looks tidy, safe, and customer-ready
- Comfortable working independently and taking ownership of the site's physical condition
- Ability to lift, move, and handle equipment safely