



Job Description – Facilities and Maintenance Manager

Document Control

Position Title: Facilities and Maintenance Manager

Department: Housekeeping and Facilities

Reports To: Head of Housekeeping and Facilities

Version: 1.0

Job Overview

The Facilities and Maintenance Manager is responsible for maintaining the functionality, safety, and presentation of all Grand Royale Group properties. This role oversees preventative maintenance, repairs, building services, and contractor management to ensure all facilities meet luxury hospitality standards. The position plays a key role in maintaining operational reliability, guest safety, and compliance with WHS and environmental regulations.

Key Responsibilities

Maintenance Operations & Planning

- Oversee daily maintenance operations across hotel, restaurant, and event facilities.
- Develop and implement preventative maintenance schedules.
- Monitor work orders, inspections, and equipment servicing.
- Ensure maintenance activities are completed efficiently and to a high standard.

Building Services & Asset Management

- Manage all mechanical, electrical, and plumbing systems across properties.
- Maintain asset registers and ensure accurate maintenance records.
- Coordinate capital improvement and refurbishment projects.
- Ensure energy efficiency and sustainability initiatives are implemented.





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Contractor & Vendor Management

- Engage and supervise external contractors and service providers.
- Review and negotiate maintenance contracts and supplier agreements.
- Ensure all contractors comply with safety, insurance, and quality standards.
- Conduct regular contractor performance reviews.

Health, Safety & Compliance

- Ensure all maintenance activities comply with WHS and building codes.
- Conduct safety inspections and risk assessments.
- Report and manage incidents, hazards, and corrective actions.
- Support fire safety, emergency systems, and compliance certifications.

Team Leadership & Development

- Lead and supervise maintenance and engineering staff.
- Provide technical guidance, coaching, and performance reviews.
- Promote teamwork, accountability, and continuous improvement.
- Foster a culture of safety and preventative maintenance awareness.

Qualifications and Experience

- Diploma or Certificate in Engineering, Building Services, or Facilities Management.
- Minimum 5 years' experience in maintenance management, preferably within hospitality or property sectors.
- Strong knowledge of WHS, building compliance, and environmental standards.
- Experience managing contractors, budgets, and multi-site operations.
- Proficiency in maintenance management systems or CMMS software.

Skills and Competencies

- Strong technical and mechanical aptitude.
- Excellent organisational and planning skills.
- Leadership and people management capabilities.
- Problem-solving and decision-making under pressure.
- Commitment to safety, quality, and guest satisfaction.





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Working Conditions

This is a full-time operational management position based at Grand Royale Group's properties in Gold Coast, Queensland. The role involves hands-on supervision, regular site inspections, and occasional after-hours work for maintenance emergencies or project coordination.

Key Performance Indicators (KPIs)

- Facility condition and maintenance response times.
- Compliance with WHS and safety standards.
- Cost control and budget adherence.
- Contractor performance and project delivery.
- Guest satisfaction related to property maintenance.

Company Values and Culture

Grand Royale Group is committed to operational excellence, safety, and sustainability. The organisation values teamwork, accountability, and professionalism in maintaining its properties. The Facilities and Maintenance Manager ensures these values are reflected in every aspect of the maintenance and facilities operation.

Career Path

This position provides opportunities for advancement into senior roles such as Head of Housekeeping and Facilities, Director of Engineering, or Group Operations Manager within Grand Royale Group or the broader hospitality industry.

