



# SERENA HOTELS

SAFARI LODGES AND CAMPS  
HOTELS • RESORTS

## TOURISM PROMOTION SERVICES EASTEN AFRICA Plc. (TPSEA)

### JOB DESCRIPTION

**Job Title:**

Chief Engineer

**Reporting line:**

General Manager

**Directly Supervises:**

Assistant Hotel Engineer, maintenance supervisors

**Liaises with:**

Group Engineer, General Manager, Director of Rooms, Director of F&B, Executive Housekeeper, Executive Chef, Maisha Manager, Security Manager, Landscape Manager, and other HOD's

**Location**

Kampala Serena Hotel, Uganda

**Job Purpose:**

The chief engineer is responsible for the smooth and efficient running of the repairs and maintenance department line with Serena Hotel's Corporate Strategies and brand standards, whilst meeting employee, guest, and business expectations. They Manage maintenance activities for the upkeep of buildings, systems, plants, landscapes, vehicles, offices, having a comprehensive preventive and predicative maintenance schedule while resolves problems as they arise whether directly or by assembling teams to solve those issues.



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## 1. MARKET LEADERSHIP

### A. Aligning engineering strategy to group strategy

- Ensuring engineering department has strategies aligned to the unit and engineering group strategy.
- Familiarize with the critical path for all Unit projects to ensure preparedness and smooth running.

### B. Evaluate and review the marketplace and the assets position within its competitive set

- Stay abreast of the latest industry trends, technologies, and best practices in engineering and maintenance in hotels.
- Conduct regular SWOT analysis to determine the current position of the hotel's physical products and highlight opportunities/ improvement areas.
- Continuously benchmarking our various physical products, systems, plants, and services therewith other hotels, resorts, lodges, and camps of our ratings.
- Facilitating certification in quality assurance and excel beyond the minimums (LQA, SGS, HACCP, ISO, OSHA, NEMA, ECO-Tourism, County Government etc.) for the hotel.

### C. Develop Engineering dept vision and mission statements

- Develop the engineering department's vision and mission statements and ensure they are communicated and understood by all.
- Communicating the objectives of the unit to all engineers and professionals in the team.

### D. Statutory requirements and company policies and procedures

- Ensure adherence and compliance with all statutory requirements and company policies relating to engineering in matters safety, health, and environmental in the hotel.
- Ensure adherence to various governmental laws, codes, regulations, and insurance standards, as related to maintenance of equipment and facilities.
- Ensure adherence to policies on documents and record keeping in the department.



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- Ensure compliance with data protection policies and procedures as defined for the department.
- Review unit crisis management plans in regard to matters maintenance and the roles of maintenance staff in the plan.

## **2. LEADERSHIP IN PRODUCT AND SERVICE**

### **A) Define product concept and service delivery promise**

- Be the custodian of concepts and critical plans/ maps for the physical products as envisioned in approved design plans.
- Ensure overall safety, functionality, and aesthetics of the property and maintenance operations.

### **B) Define product specifications**

- Ensure adherence to the product specification manuals for the department.
- Conduct supplier audits to guarantee quality of products and services in all matters of engineering and maintenance.
- Ensure service level agreements with suppliers are implemented and actioned as per contract.

### **C) Physical product improvement initiatives**

- Provide technical assistance and operational support as required, specifically with regards to environmental conditions, energy utilization and basic function of electrical, air handling, power generation and distribution, structural and mechanical systems.
- Cooperate and collaborate with HODs and staff in determining plant engineering, maintenance or repair priorities and outline areas that need improvement in the physical product for the unit.
- Oversee the unit's ground and property ensuring proper maintenance of equipment, lighting, landscaping, water features and safety.
- Oversee the maintenance of the units' buildings to ensure that the building is safe and has proper conditions conducive to guest occupation and working in the office i.e. A/C, lighting, power, hot and cold water, plumbing and sanitary fixtures and all building related equipment.



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- Collaborate with architects and designers on property renovations and new construction projects.
- Provide technical guidance, support, and recommendations for equipment installations, removal, movement, upgrades, and replacements and that they meet the required standards.
- Develop and oversee the implementation of comprehensive preventive and predictive maintenance programs for the property.
- Conduct inspections of the property to identify maintenance needs and prioritize repairs/ investments in the unit.

## **D) Technology**

- Oversee effective use of technology in enhancing efficiency in the department plants, systems, and processes.

## **E) Feedback**

- Provide management reports on matrix associated with equipment performance on a regular basis.
- Act on guest feedback on matters touching the physical product and maintenance operations.
- Collaborate with other hotel departments to ensure a seamless and exceptional guest experience.
- Address guest concerns related to engineering and maintenance promptly and effectively.

## **F) Define product and service Standard Operating Procedures (SOPs)**

- Ensure Departmental SOPs are updated and adhered to.

## **3. MANAGING, GROWING AND RETAINING MARKET SHARE**

- Avail concepts for the various hotel facilities to assist in designing and conceptualizing the marketing collateral in all platforms.



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## 4. COST MANAGEMENT AND REVENUE IMPROVEMENT

### A) Business area cost management initiatives

- Develop and manage the annual maintenance department budget, ensuring efficient resource allocation and cost control.
- Identify opportunities for cost savings and optimization while maintaining high-quality standards.
- Review and approve procurement requests and equipment maintenance, and contracts including appropriate action, method, and negotiations of quote for repair and rebuilding of equipment.

### B) Supplier audit

- Regular reviewing of suppliers to ensure value for money in departmental purchases and contracts.
- Select, negotiate with, and manage relationships with contractors, suppliers, and service providers.
- Ensure that contractors adhere to quality and safety standards while meeting project deadlines.

### C) Adherence to control procedures and systems

- Adhere to control procedures in compliance with company policies and procedures in the department. Creates purchase requests and is responsible for gaining approval from GM for purchase of material and equipment.
- Developing unit initiatives to minimize costs without affecting standards.
- Regular reviewing of maintenance department financial performance at the unit.

## 5. PEOPLE MANAGEMENT AND PRODUCTIVITY IMPROVEMENT

### A) Productivity improvement programs

- Ensure all staff have clearly defined job descriptions.
- Ensure every individual has an annual performance plan.
- Ensure each staff performance plan is reviewed annually in department.



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- Understand relevant HR policies and procedures and implement them accordingly in the department.
- Identifying relevant capacity building initiatives and programs for staff in maintenance

## **B) Effective people management**

- Demonstrating how the business core values are applied in the department.
- Developing a reward system that recognizes excellence in living the core values.  
Effective staff relations management
- Developing cost effective employee reward initiatives

## **C) Adherence to workplace health and safety standards and policies**

- Demonstrating consistent adherence to workplace health and safety standards while undertaking maintenance operations
- Ensure staff in maintenance understand their roles and responsibilities in maintaining workplace health and safety protocols e.g., being fire marshals etc.

## **D) Employee wellness activities**

- Organizing wellness sensitization sessions for engineering staff.

## **6. SUSTAINABILITY**

### **A) Social and Environmental programs**

- Supporting and participating in unit community outreach and environmental initiative conservations
- Implement energy-efficient practices and technologies to reduce operational costs and minimize environmental impact.
- Monitor energy consumption and develop strategies for conservation.
- Explore sustainable initiatives and certifications to enhance the hotel group's sustainability profile e.g., eco-rating certification.



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- Oversee the cleanliness of the plant facility for removal of all waste and posting of necessary waste disposal containers at strategic locations and ensure regular pick up.

## **MINIMUM QUALIFICATIONS:**

- A university degree in Engineering with technical certifications in related MEP discipline
- Professional engineering certification or license preferred.
- Over 10 years of on-the-job experience and a minimum of 5 years' work experience in a similar position having been exposed to equipment, facility, safety, and OSHA requirements.

## **COMPETENCES AND CORE VALUES**

### **A) COMPETENCIES**

- Able to keep abreast with cutting-edge advancements in engineering and hotel maintenance and be dedicated to excellence.
- Extensive experience in engineering and maintenance management within the luxury hospitality industry, with a focus on five-star hotels or upscale resorts
- Able to think on their feet and clearly communicate their vision to various audiences with excellent problem-solving and decision-making abilities.
- Strong leadership, project management, and team management skills
- In-depth knowledge of building codes, regulations, and safety standards
- Knowledgeable and ability of budgeting to create and manage an approved budget.
- Ability to manage associates and bring out the best, through motivation.
- Exceptional communication, interpersonal, and negotiation skills
- Ability to work effectively in a dynamic and high-pressure environment.



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## B) CORE VALUES

1. **Integrity** = (Uphold confidentiality and Respect, Be Non-Discriminatory, Be Ethical, Be Transparent – ***We are trusted organization build to last***)
2. **Teamwork** = (Encourage Open Communication and Active Participation, Treat everyone as if they were a customer, Seek and Offer Help, Encourage Knowledge-Sharing, Celebrate Success – ***Work must be fun***)
3. **Empowerment** = (Be Decisive, Take Initiative, Be Result Oriented, Resolve to Delight and Build Trust, Recognize and Reward Initiative – ***We are passionate about our people***)
4. **Professionalism** = (Deliver the Highest Standards of Product and Service, Be Knowledgeable and Helpful – ***We Keep our Word***)
5. **Innovation & Creativity** = (Emphasize on Quality, Embrace New Ideas and Seek Creative Solutions, Learn New Skills, Embrace Technology – ***We work towards Continuous Improvement***)
6. **Accountability** = (Care of Resources, Commitment to Excellence and Address Mistakes Promptly, Ownership, Compliance – ***We inspire excellence through personal responsibility***)
7. **Compassion** = (Listen carefully to understand, be sensitive and tolerant to others, Acknowledge the Feelings of Others – ***We are Committed to Caring***)
8. **Growth** = (Know Every Aspect of your Job, Focus on Accuracy, Aim Higher and be Consistent, embrace continuous learning and Personal Development -***We cultivate a growth mindset by embracing change and continuous learning***)

## APPLICATION PROCESS

1. All applications sent to [jobvacancy.kampala@serenahotels.com](mailto:jobvacancy.kampala@serenahotels.com) by 13<sup>th</sup> June 2026
2. Recruitment on a rolling basis