

## Job Description

<b>Job Title:</b>	Facilities & Maintenance Technician	<b>Date Reviewed:</b> August 2022
<b>Reports to:</b>	Facilities Manager	
<b>Supervises:</b>	Technical Assistants; contractors as directed	
<b>Principally relates to:</b>	Head of Visitor Services; Duty Managers; Visitor Service Assistant Manager; Enablers; visitors	
<b>Purpose of the role:</b>	To maintain Eureka! site to the highest standards visitor experience, safety and operation.	

### Main responsibility areas:

#### Maintenance

- Maintaining the following to achieve the highest standards of visitor experience, safety and operation:
- Agreeing with the line manager the priorities in terms of the buildings, exhibits, plant, machinery, services and other public spaces
- the technical workshops, machines, tools, and equipment.
- Carrying out preventative maintenance throughout the year through agreed schedules

#### Monitoring and reporting

- Regularly monitoring all areas of the museum and 1855 building through daily checks
- Regularly monitoring and reporting on the performance of the energy management, fire, security, emergency lighting systems, so that faults are identified, reported and immediate remedial action taken.
- Monitoring the condition and numbers of consumables/spares. Ordering and collecting them as required and within agreed budgetary limits.

#### Security

- Monitoring cctv and responding to security issues.
- Contacting management and the police as required.
- Carrying out site security and safety patrols.
- Completing relevant documentation relating to daily tasks and incidents.

#### Documentation

- Keeping accurate, up-to-date records of faults and ensuring the Fault Reporting system is up-to-date.
- Entering the results of fire tests and recording system failures.
- Updating documentation about workshop machinery, daily and weekly checks and planned maintenance.

#### Customer Service

- Delivering a consistently high level of customer service to our visitors, staff, organisations in the 1855 building and contractors so that expectations are exceeded.

#### Leadership and support

- Supervising the work of the Technical Assistants and on-site contractors, as delegated by the Facilities Manager.
- Supporting the work of the Technical Assistants as required by the Facilities Manager

**Health and Safety**

- Assisting with the provision of a healthy and safe workplace for visitors, staff, and organisations in the 1855 building, contractors and yourself through effective reporting to the Facilities Manager or appropriate departmental manager.
- Supporting other staff in the provision of a healthy and safe workplace
- Working within the current relevant regulations.

**General**

- Any other duties as may be reasonably expected of a Technician.

**Special features**

- Contributing to a seven-day rota
- Weekend and some Bank Holiday work as required
- Occasional overtime as required
- Standby as required

**Details of Education required and qualifications needed**

- Educated to GCSE or equivalent standard
- Relevant technical qualifications and approved training and apprenticeship

**Details of special skills/experience/aptitudes needed**

- Experienced in electrical and/or electronic system maintenance and repair
- Experience of operating building plant, HVAC, BMS, fire and security systems
- Experienced in the use of woodwork and /or metalwork machinery advantageous.
- Experience of fabrication in wood or metal advantageous
- Knowledge of exhibit repair, development and maintenance advantageous
- Ability to work unsupervised as part of a multi-skilled team
- Experience of working with children and young people as well as the general public