

Job Description **Facilities and Maintenance Technician**

Job Title:	Facilities and Maintenance Technician
Date Reviewed:	August 2022
Reports to:	Facilities Manager
Responsible for:	Contractors and Cleaners
Principally Relates to	Director of Operations, Facilities Manager, Head of Visitor Services, Retail and Catering Manager, Visitor Services Team, Visitors

Purpose of the Role

Responsible for providing a first-class service to ensure that the attraction is maintained to a high standard to maximise the experience of our visitors. To support the Facilities Manager in the upkeep and management of the building and its exhibits. To work daily with the various teams within the building to enhance the image and reputation of the attraction. Delivering a consistently high level of customer service to our visitors, staff and contractors so that expectations are exceeded.

Main Areas of Responsibility

Maintenance

- Regularly monitoring all areas of the Attraction buildings 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.
- Keeping accurate, up-to-date records of faults and ensuring the Fault Reporting system is up to date.
- Undertaking and entering the results of fire tests and recording system failures.
- Updating documentation regarding tools and conduct daily/weekly checks and planned maintenance
- Maintaining the exhibits and features to achieve the highest standards of visitor experience, safety and operation
- Agreeing priorities with the Facilities Manager in terms of the buildings, exhibits, plant, machinery, services and other public spaces
- Carrying out preventative maintenance throughout the year through agreed schedules

Security

- Opening and closing the building and completing opening and closing checklists
- Monitoring CCTV and responding to security issues.
- Contacting management and the police as required.
- Carrying out site security and safety patrols checking carparking anomalies and addressing any non-payment issues

- Completing relevant documentation relating to daily tasks and incidents.

Cleaning/Janitorial

- Observe and assess the work of the Cleaning Contractor
- Provide cleaning and janitorial duties throughout the attraction
- Support the Visitor Services Team in setting up and breaking down for shows
- Support the Visitor Services Team in the operation of the sound and lighting system
- To develop and review a daily/weekly/monthly/annual cleaning regime for the attraction
- Add value to the visitor experience wherever possible

Health and Safety

- Assisting with the provision of a healthy and safe workplace for visitors, staff, 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
- Ensure that all staff observe health, safety and hygiene procedures so that the risks to the health and safety of staff and visitors are minimised.
- Ensure that all areas are maintained in a safe and effective manner, conduct equipment checks on a regular basis and commission repairs and/or service checks as necessary.
- Ensure that deliveries are scheduled effectively, received and stored in accordance with health and safety requirements.
- Ensure that staff are always wearing appropriate PPE, are professionally presented and comply with all relevant health and safety and hygiene guidelines at all times.

Requirements and skills

Notes

The minimum working week for the post is 37.5 hours. However, due to the nature of the work, actual working hours may exceed this total and will involve regular evening and weekend work. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 37.5 hours a week.

The job description is current as of August 2022 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the charity in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed:

Name:

Date:

Facilities and Maintenance Technician Person Specification

Criteria	Essential	Desirable
Experience		
Working in a Facilities/Technician/Maintenance role	*	
Commitment to providing great customer service	*	
Experienced in woodworking, plumbing or minor electrical repairs		*
Experienced in electrical or electronic system maintenance and repair including PAT Testing		*
Working in a visitor attraction		*
Experience of operating building plant, HVAC, BMS, fire and security systems		*
Experience of working with children, young people and the general public	*	
Knowledge		
Legal/Health and Safety requirements in the Leisure Industry	*	
Knowledge of exhibit repair, development and maintenance advantageous		*
Demonstrates good understanding of food hygiene legislation	*	
Stock Management	*	
Skills and Abilities		
Ability to work as part of a team	*	
Ability to work to unsupervised and to deadlines		*
Good organisational ability	*	
Good IT Skills working with spreadsheets and stock control systems		*
Management Experience		*
Good communication skills	*	
Qualifications		
High level of numeracy and good written and verbal communication skills	*	
Additional Qualification in a related discipline		*
Other		
Commitment to the ideals and aims of Eureka! as an educational charity	*	
Ability to work outside normal office hours as part of a seven-day Rota	*	
Flexible approach to work	*	
Knowledge of working for a charity		*