

Job Description

Job Title:	Senior Technician	Date Reviewed: April 2024
Reports to:	Facilities Manager	
Line management of:	Technicians.	
Principally relates to:	Head of Visitor Services; Play and Learning Team; Visitor Services Managers; Visitor Service Supervisors; Enablers; IT Manager; visitors and contractors.	
Purpose of the role:	A hands-on role, to supervise the technical team and maintain Eureka! property to the highest standards of safety and operation. Primary contact for all exhibition technical issues, development and delivery.	

Main responsibility areas:

Maintenance

Maintaining the following to achieve the highest standards of safety and operation:

- Eureka! property including the buildings, exhibits, plant, machinery, services.
- The workshop, machines, tools, equipment and AV equipment.
- Implementation of a program of preventive maintenance, including exhibits.
- Assisting in the upkeep and development of all galleries and exhibits.

Monitoring, testing, and reporting.

- Regularly monitoring, testing and reporting on the performance of energy management, fire, security, operational systems, emergency lighting and electrical systems, so that faults are identified, and immediate remedial action taken.
- Ensuring that all statutory testing, inspections, and servicing are completed in a timely manner.
- Monitoring the condition and numbers of consumables/spares - ordering and collecting them as required and within agreed budgetary limits.
- Monitoring the performance of the work undertaken by on-site contractors to ensure it meets Eureka!'s standards.
- Monitoring exhibits ensuring they are fully functioning and available to visitors, consulting with contractors to ensure exhibits are technically supported.

Security

- Supervise, support, and monitor the provision of internal security function, including.
 - Monitoring cctv and responding to security issues.
 - Contacting management and the police as required.
 - Completing relevant documentation relating to daily tasks and incidents.

Documentation

- Keeping accurate, up-to-date records of faults and actions taken.
- Entering the results of fire tests and recording system failures.
- Maintaining documentation relating to workshop machinery, routine checks, and planned maintenance.
- Maintaining documentation relating to exhibitions and any faults along with remedial actions taken.

- Producing an exhibit-by-exhibit directory of external parties linked to exhibits and contact details for key contractors.
- Maintaining the Faults Reporting System and updating, as necessary.

Communications and IT systems.

- Assisting with the implementation and maintenance of IT and telecommunications systems.

Customer Service

- Delivering a consistently high level of customer service.
- Ensuring Exhibits are fully operational, and any down time is minimised.

Leadership and support

- Supervising the work of the technical staff and on-site contractors to ensure the available resources are utilised efficiently.
- Line management of technicians – holiday approval, training, rota's, work activities company procedures
- Providing specialist training for other staff.
- Offering advice and support to the technical team and other Eureka! departments.
- Developing and monitoring training requirements and record keeping.
- During the Facility Managers absence, reporting any issues to the Operations Director or Special Projects director.
- Work with the Play and Learning Team to ensure that there is discussion on design or access related maintenance issues for current and planned exhibitions and to be aware of any planned developments and impacts on other areas of Eureka!
- Support other museum departments in the efficient delivery of programmes, and events.

Health and Safety

- Assisting with the provision of a healthy and safe site.
- Working and ensuring that staff and contractors work within the current relevant regulations.
- Carrying out PAT testing
- Monitoring and developing safety systems, CoSHH, risk assessments and permits.
- Ensuring any materials or fuels that could present a danger to staff, customers or contractors are stored safely and in accordance with all current legislation.

General

- Any other duties as may be reasonably expected of the Senior Technician.
- Appointment is subject to a Disclosure and Barring Service (DBS) check.

Special features

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

Details of Education required and qualifications needed.

- Supervisory and management experience with relevant training
- Demonstratable knowledge of building systems, computing, life systems and BSM systems.

Details of special skills/experience/aptitudes needed.

- An aptitude to develop management systems to ensure efficient use of available resources.
- An understanding of gallery space and capabilities of hosting exhibitions.



- Creative ability to look at future and current exhibitions and ensure operational security.
- Creative outlook on solving technical challenges and communicating solutions to external contractors and internal colleagues.
- Creative ability to visualise exhibitions and translate into reality.
- Experience of working with IT and telecommunications systems with a willingness to develop personal technical skills and knowledge of building services and systems.
- Strong communication skills.
- An enthusiastic approach to developing and monitoring safety management systems.
- The ability to prioritise work, delegate tasks, maintain records and develop fault systems.
- Proven experience of supervising a team of technical staff in a workshop environment and an aptitude to motivate others.
- The ability to develop, monitor and effectively control a budget.
- Able to work unsupervised and as part of a multi-skilled team.
- Experience of working with children, young people and the general public.