

Job Description

Job Title:	Technical Assistant	Date Reviewed: June 2016
Reports to:	Facilities Manager	
Principally relates to:	Technicians; Visitor Services Manager; Duty Managers; Team Leaders; visitors; contractors	
Purpose of the role:	To assist with the maintenance, and cleaning of Eureka! property and grounds to the highest standards of safety and presentation.	

Main responsibility areas:

Maintenance

- Assisting with the maintenance and cleaning of the site, buildings, grounds and exhibits to achieve the highest standards of safety and visitor experience.
- This includes standing in for the technician in their absence to switch on exhibitions and carry out daily safety checks.
- Cleaning and replenishing exhibits.
- Recording utility meter readings on a weekly basis.
- Assisting with safety checks including weekly fire extinguisher checks.

Grounds

- Collecting and disposing of litter, so that the site is litter-free when open to the public.
- Sorting recycling into the correct bins and containers.
- Checking the condition of and reporting on flagged and cobbled areas, sand, paths, and play areas.

Documentation

- Writing-up the results of daily and weekly checks and specialist documentation as required.
- Monitoring and reporting faults and recording maintenance and repair tasks on the Fault Reporting System.

Customer service

- Delivering a consistently high level of visitor experience so that expectations are exceeded.

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 current relevant regulations.
- Supporting the security contractor in the safe collection and transfer of cash from the Pay and Display machines

General

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

**Special features**

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

Details of Education required and qualifications needed

- Educated to GCSE or equivalent standard

Details of special skills/experience/aptitudes needed

- Experience of working with young people and the general public.