

Job Title:	Building & Site Services Officer	Role Profile Number:	RTN17
Grade:	Grade N	Insert Date Prepared: November 2018	
Directorate/Group:	STEAM Museum – Strategic Growth & Development	Reporting to:	Visitor Experience Manager

Job Purpose

To manage, plan and control the safe, secure and efficient operation of the STEAM site, buildings, fabric and fitments, including servicing, maintenance and / or replacement of equipment installed including fixed and movable plant.

Key Accountabilities

- Working under the direction of the Visitor Experience Manager, manage, maintain and monitor the Building & Site Management Services programme at STEAM.
- Ensure that the STEAM site and buildings and their fabric and fitments are maintained and equipment is, where appropriate, contractually serviced to ensure the safe and efficient use of the asset.
- Work with Churchward Site partners, businesses, owners of residential blocks and any managing agents to ensure that the Churchward Site is appropriately maintained.
- Organise, control and quality assure repairs to building, display equipment and any other identified equipment used specifically to deliver the service, additionally, ensuring storage areas are safe, dry free from fault ensuring (with the Collections & Engagement Team) that artefacts and collections materials are secured and free from deterioration.
- Manage day to day planned and reactive maintenance of building and site facilities, fixtures and fittings.
- Monitoring on a day to day basis the STEAM building repair and maintenance budgets ensuring economic use of resource and delivering value for money.
- Organising, programming, supervising and recording contracted maintenance and repair work and overseeing contractors and sub-contractors on site.
- Procuring and managing resourcing materials as required by the operational needs of the service.

- Support the management of Health and Safety and Risk Management for STEAM.
- Leading the planning, management and co-ordination of maintenance and repair at STEAM.
- Manage and control emergency alarm systems liaising with contractors as necessary and ensuring compliance with legislation, documenting as necessary actions and ensuring corrective action is taken.
- Project manage internal asset maintenance job requests to an efficient time set deadline.
- Manage regular review meetings with Property Services, advising and supporting the required outcomes, further advising the STEAM Management Team of all necessary precautionary and preventative actions.
- To efficiently manage the assets technical operation, maintenance and servicing of plant and machinery, ensuring provision of the correct environments and operations fall within the specified safety limits.
- To manage the day to day maintenance and servicing of the building and equipment to ensure that the requirements of users are adequately met.
- To liaise with appropriate officers within Swindon Borough Council and contractors to ensure Special Service Agreements and all necessary repairs are implemented as required.
- To liaise with the appropriate officers within Swindon Borough Council prior to any structural changes required or significant redesigns of existing buildings, plant or electrical services.
- To liaise with Swindon Borough Council and other contractors regarding all small works provision.
- To provide technical advice, assistance and information to the STEAM Management Team taking an active part in any decision making processes, including in respect of purchase, inspection and maintenance of equipment.
- To advise the Visitor Experience Manager and the STEAM Management Team about budgetary requirements for technical aspects of the STEAM building and site.
- To ensure that an effective communication system is maintained including operation procedures and record keeping.
- Undertake routine maintenance and minor repairs of building and site facilities and fixtures and fittings (including to exhibitions and displays), to include painting, wood and metal work.
- To supervise and monitor contracted maintenance and repair work of building and site facilities and exhibition displays.
- To be responsible for the safe function of workshops, care of hand tools, machinery and stored materials, in line with the required health and safety standards.
- To undertake small scale display constructions in a range of materials as may be required by the operation.

- Managing and maintaining a system for dealing with reported faults and failures, and subsequently manage rectification.
- To assist with the packing, handling, storage and transportation of collections material under curatorial supervision.
- Managing and maintaining adequate records of maintenance and repairs.
- To maintain adequate supplies of consumables and other materials required by the operation.

Supplementary Accountabilities

- To respond to emergencies out of hours as necessary and support events as required.
- Undertake occasional weekends and evening duties as required.
- Ability to travel across the Borough for meetings.
- Advise and assist the STEAM Management Team in setting and implementing initiatives designed to conserve energy in accordance with the Swindon Borough Council energy policies.
- Assist with the management of locomotive (or other) movements.
- Assist in setting up and setting down for Corporate Events.

Knowledge & Experience

- Ability to demonstrate skilled knowledge and management experience for managing a technical operation at a multi-function venue.
- Able to demonstrate significant knowledge of the operation of Building Management Systems.
- Able to demonstrate substantial knowledge of premises management and CDM awareness.
- Able to demonstrate substantial awareness and knowledge of Health and Safety and Fire Risk Management.
- Able to demonstrate good and effective ICT skills.
- Able to demonstrate good understanding of and knowledge of time management and planning skills, with a good ability to prioritise and organise work.
- Able to demonstrate the ability to work well under pressure and deadlines and to keep calm under stressful situations.
- Excellent communications and interpersonal skills.

- Able to demonstrate a good understanding of manual handling techniques.
- Can demonstrate substantial technical and trade knowledge.
- Able to demonstrate a good knowledge of CoSHH, Asbestos Awareness and other similar controls and procedures.

Qualifications

- Degree or diploma in Facilities Management, or similar qualification or considerable relevant experience.

Decision Making

- Safe and economic delivery of day to day technical operations including health and safety and risk management issues.
- Managing and controlling work with Volunteers and Contractors.
- Control and monitoring of the BMS.

Creativity and Innovation

- Can bring a creative and flexible approach to problem solving and managing change.
- Can be creative in the development of cost effective and timely solutions to many types of technical challenge.

Job Scope

<p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Contractors • Volunteers 	<p>Budget Holder Responsibility</p>	<p>No – budget sits with the Visitor Experience Manager</p>
<p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Site and building repair and maintenance tasks 	<p>Asset Responsibility</p>	<p>Yes – BMS and related items</p>

Contacts and Relationships

- Is expected to be able to maintain and develop excellent communication with internal and external contractors.
- Is expected to be able to demonstrate excellent communication with elected members and senior managers within STEAM and the Council.

- Is expected to be able to demonstrate excellent communication with a range of the full range of STEAM clients and customers and other STEAM team members, including volunteers and Friends.

Other Key Features of the role

- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must also co-operate with the Council to enable it to comply with its statutory duties for Health and Safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your Manager of any hazardous situations or risks of which you are aware.
- Working occasional weekend and evening duties to meet the demands of the year round programme and work flexibly around deadlines.

Employee Signature:	Print Name:
Date:	
Line Managers signature:	Print Name:
Date:	