



**DUNDEE  
HERITAGE  
TRUST**



## **Dundee Industrial Heritage Ltd**

### **Job Description**

Post Title : Maintenance & Technical Support Officer  
Department : Heritage & Exhibitions  
Responsible to : Facilities & Safety Manager

### **Purpose**

The post holder is part of a small team responsible for the general maintenance and technical support to all Dundee Heritage Properties.

### **Organisational Relationships**

Working under the direction of Facilities & Safety Manager within the Operations Team and in conjunction with Heritage and Exhibitions Director (when required). You will also work in partnership with Front of House, Conference & Events, Café and other departments across all venues as required.

### **Base**

The post will be based at Verdant Works but working at Discovery Point and other Dundee Heritage properties as work demands.

### **Hours of Work**

This is a full time post 5 out of 7 days (37.5 hours) per week including weekends and evenings.

### **Duties & Responsibilities**

- Supporting the Facilities & Safety Manager in providing technical support and ensuring that the Trust's properties are safe, well maintained and comply with current Health & Safety legislation.
- Play a constructive and proactive role in supporting the Facilities & Safety Manager and be required to deputise in his absence.

### **Technical Support**

- Maintain all AV and lighting equipment for use in exhibitions and events at all venues
- Provide support and ensure all equipment is set up and ready for events and conferences
- Liaise with Front of House staff to ensure satisfactory running of exhibitions
- Report any defects with exhibition equipment to the Facilities & Safety Manager
- Ensure cover for control of on/off procedures for exhibitions AV and lighting equipment
- Assist when required with Technical support to RRS Discovery
- Purchase consumables for Electrical and AV equipment – maintaining a regular stock
- Highlight needs for replacement equipment in liaison with Facilities and Operations Managers

- Outsource repairs for equipment as required in consultation with Facilities & Safety Manager

### Building/Services

- Assist the Conference & Events business with room set ups and technical support.
- Carry out basic day-to-day buildings maintenance, repairs and housekeeping.
- Supervise and co-ordinate works carried out by tradesmen whilst on the premises ensuring that required Health and Safety requirements are maintained.
- Ensure all alarm systems are operational and liaise with the suppliers of such services.
- Take part in the 'on call' rota for out of hours emergency call out
- Assist the Facilities & Safety Manager with all annual maintenance contracts.
- Supervise the best use of utility supplies of gas, electricity and water within Heritage Venues
- Maintain the presentation of the perimeter of the buildings, bin store and staff car park.
- Support the Facilities and Safety Manager in achieving and maintaining the Green tourism award at both venues
- Support the Facilities and Safety Manager in maintaining the standards of all facilities to Visit Scotland 5 Star Levels

### Administration

- Maintain appropriate record keeping and correspondence in accordance with Data Protection
- Keep up to date H&S records, Risk Assessments, Method statements Accident and Incident Reports as appropriate.

### **General**

- Be aware of the work of other departments in the achievement of DIH/DHT aims.
- Take an active part in communicating and co-operating with other staff and departments.
- Follow all DHT/DIH guidelines, procedures and policies.
- Work in accordance with the companies Equal Opportunities and Diversity Policy.
- Be aware of and comply with, rules and legislation pertaining to Health & Safety at work.
- Take an active part in achieving high standards of customer and client care.
- Contribute to an enthusiastic, positive work climate within the organisation

## Person Specification

### Essential:

- Good standard of education
- Good interpersonal skills
- Excellent communication skills, written and oral
- IT and AV Skills and experience
- Evidence of Practical maintenance skills
- Team Player
- Understanding of H&S requirements
- Evidence of a flexible approach to work
- Able to support on call duties

### Desirable:

- Self-motivated & Enthusiastic
- Physically fit
- Ability to drive
- Comfortable on portable ladders and scaffolds
- An interest in Dundee's Industrial Heritage
- Experience of working in an industrial museum
- Experience of audio and visual systems such as projectors

## Summary of Terms & Conditions:

### Permanent post

**Rate of Pay:** £20k. p.a. rising to £21k p.a. after probation

**Hours of work:** 37.5 (5 days out of 7)

### Holidays

Holiday entitlement is 31 days, rising to 4 weeks and 2 days after 3 years' service and rising to 5 weeks after 5 years' service. This includes public holidays, 4 of which are fixed – Christmas Day, Boxing Day, New Year's Day, and 2nd January.

### Pension

The Government has introduced a new law which requires employers to enrol their workers into a workplace pension scheme automatically if they meet the following conditions.

- Are not already in one;

- Earn over £10,000 a year/£833 per month/£192 per week
- Are aged 22 or over; and
- Are under State Pension age

If you meet these requirements during your contract with you will be auto enrolled into our qualifying scheme – The National Employment Savings Trust (NEST) Pension Scheme.

**Staff benefits**

- Discount on meals from Discovery & Verdant Works Café
- Discount on purchases from the Gift Shops at Discovery and Verdant Works
- Be part of an award-winning team!

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