

Technical Coordinator

Main Duties and Responsibilities:

Organise and support the management of the technical department in the proactive and reactive maintenance of gallery exhibits, throughout the museum and the installation of exhibitions and displays, to ensure a consistent high-quality experience for visitors.

Role family: Operations and Visitor Experience
Band: Band E
Line Manager: Director of Operations & Visitor Experience

Management / Supervision:

Technicians

Areas of responsibility and accountability:

- Coordinate the maintenance and development of high-quality exhibits in the Museum's galleries.
- Ensure speedy resolution to faults and issues as they occur, communicating effectively to the wider team estimating the time required to resolve.
- Support a planned preventive maintenance regime for the galleries.
- Perform exhibit maintenance including starting-up, cleaning, testing, minor repairs and replacement of spare components to maintain the safe and secure operation of public galleries.
- Order and monitor the use of maintenance materials and components within budget
- Develop the museums self-sufficiency regarding the development and maintenance of software applications, updating software and multi-media where possible.
- Manage and monitor gallery maintenance contractors, ensuring contractors supply required paperwork and operate in a safe and suitable manner.
- Support the Transformation Manager in the planning and scheduling of the installation of exhibitions and displays.
- Assist in sourcing materials, components and suppliers.
- Provide technical assistance during the installation and removal of temporary displays / exhibitions.
- Manage the rota for the technical team, to cover all times as required.
- Provide effective management of the technicians, developing, motivating and leading the team to ensure it delivers an exceptional service.

- Support management of the technical department budget.
- Liaise with the Events Manager/Visitor Experience Coordinators to ensure appropriate AV and lighting is available and relevant staffing levels to cover pre-event, during and post event set up.
- Plan and arrange training as required for safe working and staff development.

KPIs:

- Visitor NET promoter score.
- Gallery exhibits / interactives present and correct.
- Temporary Exhibitions / planned gallery improvements, completed on time.

Health and Safety Responsibility:

- Employee
- Fire Marshall
- Equipment maintenance and training in its use.

Qualifications and Experience

- Trained in safety procedures relating to electrical equipment.
- Extensive experience of maintaining audio visual equipment and interactive displays in an exhibition and event context.
- Extensive experience of working with office IT systems and desktop applications.
- Experience and skill in the use of Adobe creative suite.
- Excellent verbal and written skills.
- Creative, articulate, and logical with problem solving skills.
- Able to work under own initiative.



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