**Senior Maintenance Technician**

**Location:** National Football Museum, Manchester  
**Reports to:** Operations Manager – Technical & Estates

**Band:** D  
**Line Management:** Maintenance Technician

**Work Pattern:** 37.5 hours - 5 days of 7 between 7am & 6pm on a rolling rota

**Overall purpose of the post:**  
The Senior Maintenance Technician will be responsible for overseeing the day-to-day reactive maintenance, planned preventative maintenance (PPM), subcontracted servicing, and planned projects at the National Football Museum. The role includes managing a small team and ensuring that the museum operates efficiently, safely, and in line with regulatory and operational standards.

**Key Responsibilities:**

1. **Reactive and Planned Preventative Maintenance (PPM):**
   * Oversee and execute all reactive maintenance activities, ensuring swift resolution of issues to minimise downtime and disruption.
   * Develop and implement a comprehensive PPM schedule, keeping museum facilities, plant, and equipment in optimal working order.
   * Ensure all maintenance activities are carried out in compliance with health and safety regulations and museum standards.
2. **Subcontractor Management:**
   * Coordinate and manage subcontracted services, including HVAC, electrical, plumbing, and other maintenance-related contracts
   * Ensure subcontractors operate safely and efficiently within the museum premises.
3. **Project Management:**
   * Plan and manage facilities-related projects, including renovations, repairs, and installations.
   * Prepare project briefs, timelines, ensuring projects are delivered on time, within budget, and to the highest standard.
   * Work closely with the Operations Manager Technical & Estates to identify and prioritise upcoming projects aligned with museum needs and strategic goals.
4. **Team Leadership and Management:**
   * Provide direct line management for the Maintenance department, offering guidance, training, and performance management.
   * Oversee daily workload and support the team with technical guidance to ensure high standards of maintenance and customer service.
   * Foster a collaborative and motivated team culture that aligns with museum values.
5. **Health and Safety Compliance:**
   * Ensure the museum’s facilities adhere to all health and safety legislation, including conducting regular risk assessments, safety audits, and necessary training.
   * Coordinate with the Technical & Estates Operations Manager to implement and update emergency procedures.
   * Promote a safe and secure environment for visitors, staff, and contractors.
6. **Budget Management:**
   * Assist the Technical & Estates Operations Manager in preparing the facilities budget, monitoring expenditures to ensure effective cost control.

**Essential Knowledge, Skills and Experience:**

* Proven experience in facilities management, ideally within a museum, heritage, or public space environment.
* Demonstrated ability to manage both reactive and preventative maintenance.
* Strong project management skills, with experience overseeing facilities-related projects from inception to completion.
* Knowledge of health and safety regulations and best practices.
* Excellent organisational, communication, and leadership skills.
* Ability to work both independently and as part of a team.
* Prior experience with building management systems (BMS) and computerized maintenance management software (CMMS).

**Desired Knowledge, Skills and Experience:**

* Professional certification in Facilities Management (e.g., IWFM, BIFM) or similar.
* Experience in managing budgets and contractor relationships.