**Job Title** Site Services Technician

**Department** Facilities Department

**Reports to** Facilities Manager

**Primary Objectives**

* To deliver the National Marine Aquarium mission: Connecting Us to Our Oceans by ensuring all areas of the building and estate are maintained in accordance with statutory compliance, meeting the high standards expected by NMA customers and clients.
* Ensure the delivery of NMA Facilities through regular inspection and maintenance.
* Manage and maintain building management system effectively.
* Conduct all duties in a safe and responsible manner in accordance with company Health & Safety policy and the requirements of Health & Safety legislation relating to your responsibilities and to promote and act in the employer’s best interest.
* Uphold the Core Values of the NMA which are: Positivity, Respect, Integrity, Diversity and Engagement

**Duties**

* Support the Facilities Manager in ensuring that all NMA staff understand and adhere to the requirements outlined in the Health and Safety at Work Act, related legislation, and pertinent environmental regulations.
* Maintain the building and estate to ensure public safety remains the top priority.
* Provide emergency response services as delegated by the Facilities Manager, coordinating actions promptly and informing senior managers promptly.
* Assist the Facilities Manager in executing delegated tasks aimed at cost-effectively maintaining the NMA building, estate, and facilities to high standards through planned maintenance schedules, regular site assessments, and reactive response maintenance.
* Support the Facilities Manager in ensuring all equipment is maintained in accordance with maintenance schedules and manufacturer guidelines.
* Coordinate planned preventive maintenance (PPM) and reactive tasks for various areas including the aquarium, restaurant, gift shop, catering outlets, and learning center, while keeping the Facilities Manager informed of all building services activities.
* Address ad-hoc reactive maintenance issues throughout the facility and report activities to the Facilities Manager.
* Provide technical support and assistance to other departments as needed.
* Supervise, oversee, and advise contractors to ensure compliance with relevant Health & Safety legislation.
* Support the Facilities Manager in the day-to-day operation of NMA building services, ensuring equipment is operated in accordance with operating instructions.
* Maintain effective communication with other departments, particularly Front of House staff, to ensure seamless coordination of activities.
* Participate in relevant training sessions as required for your role.
* Adopt a flexible approach to working hours to ensure the continuous operation of the NMA.
* Undertake other duties as instructed by the Facilities Manager & other Senior Management.
* Act as a central point of contact for staff communications in the Aquarium during emergencies, as delegated by the Facilities Manager.
* Full driving licence required.