



Showtown - Facilities and Technical Officer

Job Description

Health, safety and the building

- Ensure compliance with health and safety regulations and internal procedures throughout the museum.
- Carry out regular health and safety inspections and risk assessments, including for installs, events and plant areas.
- With the support of the wider team, implement emergency procedures, including evacuation plans and safety drills.
- Investigate accidents or incidents and report findings with corrective action plans.
- Brief staff and contractors on safe working practice.
- Oversee the day-to-day operation of building systems including HVAC and BMS, lighting, plumbing, electrical, security, lifts and public facilities (including the Changing Places suite).
- Ensure the building is maintained to a high standard and that repair or maintenance needs are addressed promptly.
- Ensure compliance with accessibility requirements and relevant regulations for visitors with access needs.
- As a key holder, undertake the daily procedures for the secure opening up and locking down of the Museum.

Displays, exhibitions and collections technical

- Provide day-to-day technical care of permanent displays, including environmental monitoring and control, AV and media platforms, lighting, interactives and display housekeeping, maintaining records relating to equipment and exhibition assets.
- Assist the Exhibitions team with technical support in the refresh of permanent galleries and the technical planning of future exhibitions.
- Support the preparation of temporary exhibitions, including digital installations, risk assessments, creation of plinths and mounts, handling historic objects, lighting and sound, set building, and technical install and de-install.
- Contribute to collections care across sites: object handling, stores maintenance, pest monitoring, and environmental and security control including BMS.
- When required, provide the same technical support at the History Centre and collections stores.



- Maintain accurate records relating to technical services, environments, defects and installs.

Contractors and planned maintenance

- Coordinate external contractors for the day-to-day maintenance, operation, repairs, upgrades and exhibition technical work.
- Ensure contractors comply with health and safety standards, RAMS, contractual agreements and museum policies.
- Act as the primary on-site point of contact for contractors and oversee completion of work within agreed timelines, quality and budgets.
- Coordinate building cleaning, waste management and pest control services.
- Develop and manage a preventive maintenance and statutory compliance schedule for building systems and equipment (including fire, water hygiene, PAT, lifts and emergency lighting).
- Monitor building systems and energy consumption and identify opportunities for improvement and efficiency.
- Ensure maintenance issues are logged, prioritised and resolved appropriately.
- Liaise with landlords, stakeholders and service providers where required.
- Support business continuity planning relating to building operations.

Budget and resources

- Help develop and manage the technical services / facilities budget, ensuring cost-effective use of resources.
- Track expenditure for maintenance, repairs and contractor services, and provide regular budget reports to the Showtown Manager.
- Manage the purchase of materials and equipment needed for maintenance, displays or improvement projects, within delegated authority.
- Maintain tools, spare stock, keys, access equipment and workshop or store order and ensure equipment meets H&S standards.
- Flag lifecycle and capital replacement needs to the Showtown Manager.

Emergency preparedness and response

- Be a primary contact in the event of emergencies (fire, flooding, security breach or similar).
- Develop and test contingency plans for emergency situations.
- Coordinate with local authorities and emergency services as needed.

Events and programming support



- Provide technical set-up and support for museum events, hires, talks, lectures and learning activity in galleries, the Sir Ken Dodd Learning Space and sites at the Showtown History Centre
- Assist with space planning and technical design for exhibitions, special events and other museum activities.
- Ensure the building and technical systems are ready for events and exhibition changeovers.

Duty cover and collaboration

- Work with the Showtown Manager and Duty Managers on daily checks and operations, and on environmental and security control (including BMS) within the Sands Building.
- Provide technical duty cover during opening hours and support Duty Managers with building and gallery issues.
- Support emergency response procedures and incident management, including evacuations during designated shifts.
- Work closely with Duty Managers to identify and address operational issues impacting visitors.
- Work positively with internal teams, the landlord and wider stakeholders.
- Provide regular reports on facilities issues, maintenance schedules, environments and safety compliance.
- Represent Showtown professionally with inspectors, contractors and at internal meetings where required.

Responsibilities for people

The postholder will not have any line management responsibility. They will induct, brief and quality-check:

- Cleaning and facilities contractors
- Specialist building, AV and exhibition contractors
- Casual technical support as required
- Volunteers assisting with technical or facilities tasks

They will give health and safety briefings to colleagues working around plant, installs and public facilities.



Person Specification

Essential experience

- Substantial experience (typically 3+ years) in facilities and/or venue technical work, including health and safety, building maintenance and contractor coordination.
- Considerable experience of technical support for exhibitions, displays, events, talks or lectures.
- Experience of working in a busy, customer-facing setting.
- Experience developing or following planned maintenance, compliance or technical procedures.
- Experience tracking a maintenance, contractor or materials budget.

Essential knowledge and skills

- Excellent interpersonal and communication skills with contractors, colleagues and visitors.
- Strong organisational and planning abilities.
- Ability to work supportively alongside colleagues, volunteers and contractors.
- Strong problem-solving skills during public opening, installs and building faults.
- Understanding of health and safety and building compliance standards in a public venue.
- IT skills including Microsoft Office and, ideally, BMS or facilities systems.
- Full UK driving licence and willingness to move objects and kit between sites.
- Ability to work flexibly, including weekends, evenings, events and emergency response.
- Relevant A level, NVQ3 / Level 3 or equivalent, or equivalent practical experience.

Desirable experience

- Experience working within a museum, visitor attraction, cultural venue, theatre or similar public building.
- Experience of some collections-aware practice: mounting and displaying objects, mount making, collection handling, stores, environmental monitoring and pest monitoring.
- Experience of site maintenance systems (BMS) and first-line plant faults.
- Experience of working in a cultural or heritage setting if not already evidenced.
- Experience of Changing Places or specialist accessible facilities.
- First Aid at Work, PAT testing and working-at-height training.

Success Measures

Success in this role will be demonstrated through:



- A safe, compliant and well-presented building that stays open.
- Permanent displays and interactives kept on-show, with environments in agreed range.
- Exhibition installs and de-installs delivered on time without damage to objects or loans.
- Contractor work completed to quality, time and budget within delegated limits.
- Events, learning sessions and hires technically supported.
- Audit-ready compliance, environmental and defect records.
- Effective emergency preparedness and incident response.
- Positive working relationships with all internal team, volunteers, stakeholders and building partners.
- Energy use and building condition kept under review, with replacement needs flagged early.