

ROLE DESCRIPTION



Position: Exhibition Technical Services Manager

Responsible to: Operations Director

Responsible for: Exhibition Technical Services

Key Tasks:

- Achieve high levels of customer satisfaction at Magna by ensuring maximum possible levels of exhibition operation.
- Manage the overall maintenance of Magna's exhibition systems and individual exhibits.
- Manage the exhibition technical personnel, and their rota, to maximise customer service.
- Use own specialist skills and knowledge to provide hands-on technical support in the exhibition and advice and guidance to the technical team.
- Manage and organise immediate maintenance responses to exhibition issues that severely impact customer experience.
- Complete risk assessments and method statements for exhibits and maintenance tasks as required.
- Ensure that exhibition maintenance is undertaken safely, guidance is followed, and that supporting documentation is in place and kept up to date.
- Ensure good housekeeping practices in workshop areas and around the exhibition.
- Ensure that workshop tools are maintained, replaced and upgraded as required, and within equipment maintenance budgets.
- Work with the Operations Director and other members of Magna's management team to plan long-term exhibition maintenance and development.
- Work with the Operations Director to plan and monitor exhibition maintenance budgets.
- Work with the Operations Director to identify technical team training and development requirements.
- Work with the Operations Director to recruit new technicians as required.
- Support any apprentice exhibition technicians with guidance and help to develop their skills.
- Purchase fixtures, materials and services from suppliers following Magna's finance procedures.
- Arrange for external contractors to complete exhibition works as required.

General Tasks:

- To undertake training to enable the effective discharge of duties and responsibilities.
- To ensure the safety of visitors and staff at all times by adhering to health, safety and security regulations and appropriate codes of safe working practice as laid down by management.
- Ensure that other operating procedures and company policies and practices are always followed.
- To work as part of the wider Magna team, sharing resources and improving the quality of the service delivery to visitors.
- Make the best use of time to ensure the optimum running of the whole business.
- Any other duties in connection with the position.
- To undertake other duties as may be required by the Chief Executive commensurate with the grade and status of the position.