



# Shetland *arts*

## Job Profile

<b>Role</b>	Maintenance Technician
<b>Department</b>	Core Services
<b>Competency Level</b>	Officer/Supervisor
<b>Rate</b>	£26,918 - £31,883 (pro rata)
<b>Reports to</b>	Support Manager (Temporarily Production Manager)
<b>Responsible for</b>	N/A
<b>Key Relationships</b>	Production & Facilities Lead Production Manager Operations Manager Customer Experience Team

### Principle Aim

To carry out repairs and maintenance across the SADA estate, performing planned and reactive maintenance, alterations, new installations and minor works in order to ensure a safe, tidy and functional working environment.



**What you will do:**

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To be responsible for all day-to-day maintenance, including minor carpentry, electrical, plumbing and mechanical repairs within own competence, ensuring general upkeep of buildings and estate.
2	To conduct regular inspections of premises, grounds and equipment, reporting any issues or concerns to the Support Manager.
3	To implement proactive maintenance measures so that building systems operate efficiently, and to respond to emergencies, breakdowns and faults.
4	To carry out statutory and mandatory checks to ensure compliance with current legislation, keeping detailed records.
5	To participate in general cleaning, painting and remodeling works, fabricating new fixtures, assembling equipment, furniture and building system components as and when required.
6	To monitor and adjust heating and ventilation systems in order to improve energy efficiency and running costs of the buildings.
7	To perform estates maintenance including grass cutting, upkeep of paths, walkways and rainwater systems.
8	To schedule and prioritise works both independently and in conjunction with the wider Operations Team.
9	To arrange specialist procurement of parts, components and supplies and manage stocks of spares.
10	To develop an understanding in order to effectively operate all relevant equipment and gain a working knowledge of all SADA operated venues.
11	To be responsible for all technical and backstage areas, ensuring they are kept tidy and comply with current licensing, fire and health and safety legislation.
12	To undertake risk assessments in own area of operation and implement the resulting recommendations and actions.
13	To support a situational learning environment in which there is an active culture of learning and continuous improvement across the organisation. To lead by example through your own personal and professional development.
14	To undertake such other responsibilities as shall be assigned from time to time by the Support Manager and Leadership Team.



<b>Competencies</b>	
Leadership & Management	<ul style="list-style-type: none"><li>• You set clear expectations for your team and/or colleagues</li><li>• You delegate tasks appropriately</li><li>• You give constructive praise and feedback on performance and conduct</li></ul>
Communication	<ul style="list-style-type: none"><li>• You ask questions of your team and/or colleagues to ensure understanding</li><li>• You provide information accurately and in plenty of time to support delivery</li><li>• You actively seek input from colleague and/or team to improve delivery</li></ul>
Customer Focus	<ul style="list-style-type: none"><li>• You use customer and/or client feedback to inform an influence organisational improvement</li><li>• You look ahead and anticipate the needs of your customers and/or clients</li><li>• In the moment you can balance the need of your customers and/or clients with the needs of Shetland Arts</li></ul>
Planning and Organising	<ul style="list-style-type: none"><li>• You look ahead over the short term and make appropriate plans for yourself and others to achieve goals</li><li>• You adapt and modify plans as required by the situation</li><li>• You consult broadly to ensure you have the best plan</li></ul>
Team Working	<ul style="list-style-type: none"><li>• You understand the impact of your decisions on your team and/or colleague and communicate them effectively</li><li>• You advocate for your team and/or colleagues to ensure they have what they need</li><li>• You encourage your team and/or colleagues to work collaboratively</li></ul>
Organisational Awareness	<ul style="list-style-type: none"><li>• You understand how your role contributes to the wider organisation</li><li>• You look for and action cost savings in your area of work</li><li>• You make decisions based on relevant information and facts</li></ul>



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
Personal features and qualities	<p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>Self motivated and able to work on own initiative</p> <p>Willingness to work flexible or unsociable hours as and when require</p> <p>Passion for high levels of Customer care</p>	
Relevant experience	<p>A minimum of 2 years' experience in a relevant maintenance post</p> <p>Experience of using hand and power tools</p>	<p>Working knowledge of HVAC, plumbing and electrical systems</p>
Education	<p>Qualification in first aid or willingness to achieve within 6 months of appointment</p> <p>Willing to work towards relevant qualifications</p>	<p>Risk Management qualification</p>
Skills, abilities and knowledge	<p>Proven ability in effective customer care practices</p> <p>Excellent communication, motivational and team working skills, a high degree of flexibility and have good problem solving and co-ordinating abilities to resolve</p>	<p>Knowledge of relevant H&amp;S practices</p>



	<p>unusual or unexpected situations.</p> <p>Ability to read technical manuals and maintenance schedules</p> <p>Relevant technical skills</p>	
Other		<p>Access to own transport to travel between Shetland Arts venues and events</p>