

# Venue Technical Services Engineer

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

## Venue Technical Services Engineer

**Competitive salary up to £31,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Manchester Central is pleased to announce the vacancy of a Venue Technical Services Engineer. Reporting directly to the Engineering Service Delivery Manager, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- All aspects of venue maintenance, operation and repair of services
- Completion of planned preventative and reactive maintenance activities for all plant and equipment
- Managing on-site third-party contractors ensuring they complete tasks on time and safely to required standards
- Providing an element of cost, programme, safety and build ability advice on proposed maintenance and capital improvement works

The ideal candidate will have:

- Previous experience of working within restricted access and high-level work
- The ability to meet planned maintenance deadlines

You must:

- Be qualified to City and Guilds standard in a building services related discipline or equivalent
- Have a pragmatic and "common sense" approach to problem solving
- Be able to prioritise work and accommodate conflicting requests, whilst ensuring the day-to-day functionality of the venue

**To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:**

Ref: Venue Technical Services Engineer

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 23 March 2022 (5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# JOB DESCRIPTION

---

## Venue Technical Services Engineer

<b>SALARY</b>	Up to £31,000 gross per annum
<b>HOURS</b>	40 hours per week
<b>WORKING PATTERN</b>	<b>Monday to Sunday – 5 days out of 7</b>
<b>LOCATION AND BUSINESS AREA</b>	Manchester Central – Facilities Management
<b>AIM OF THE ROLE:</b>	To be responsible for all aspects of the venue maintenance, operation and repair of services to Manchester Central Convention Complex. You will also be responsible for completion of planned preventative and reactive maintenance activities for all plant and equipment
<b>DIRECTLY RESPONSIBLE TO:</b>	Engineering Service Delivery Manager
<b>DIRECTLY RESPONSIBLE FOR:</b>	

## MAIN AREAS OF RESPONSIBILITY

### You'll be responsible for:

- Managing on-site third-party contractors ensuring they complete tasks on time and safely to required standards
- Providing an element of cost, programme, safety and build ability advice on proposed maintenance and capital improvement works
- Being primary technical support and contact onsite, outside normal operating times as and when requested in line with business needs.
- The adherence to all statutory standards and regulations
- Issuing of permits to work to third parties ensuring all relevant documentation is correct and in line with company policy and H&S standards
- Fully understanding and undertaking daily checks on the building management systems so that they work at optimum efficiency ensuring that any non-conformities are escalated to the Technical Services Project Manager
- Responding to maintenance requests and planned preventative maintenance activities for all venue assets, plant and equipment using the CAFM system and agreed priorities.
- Ensuring that all staff and subcontractors' response and rectification times are met, and repairs are undertaken diligently, with due care and without undue delay
- Undertaking fire verification in areas of technical importance to the venue when fire alarm activations occur.
- Being directly accountable for day-to-day matters to the Technical Services Project Manager
- Ensuring the energy management systems are fully operational
- General small maintenance in other areas as and when requested
- Keeping up to date with and have an awareness of new products and new improved working methods that can add value by improving quality and reducing costs
- Undertaking maintenance surveys and produce reports accurately and concise

### About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

## The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

### **We are a special group who have chosen to work together, and we share these characteristics:**

**Expert & specialist.** We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

**Flexible.** We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

**Positive and energetic.** There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

**Ready to grow.** Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.

If people move on from working with us, they'll always have improved their skills and experience along the way.

**Committed.** Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

# Person Specification

Education and Qualifications	Essential	Desirable
Qualified to City & Guilds standard in a building services related discipline or equivalent for example: 1. C&G 236 Part 1 and 2 or equivalent 2. 18 <sup>th</sup> Edition Electrical Accreditation 3. Recognised apprenticeship	✓	
Recognised Safety Training such as CITB/IOSH/NEEBSOH	✓	
Powered access licence IPAF		✓
PASMA		✓
PAT Testing		✓
C&G2391 or 2394/5		✓
Experience		
Working within restricted access and high-level work	✓	
Meeting planned maintenance deadlines	✓	
Knowledge		
Ability to identify faults in equipment accurately and quickly when under pressure.	✓	
Knowledge of statutory regulations and health & safety	✓	
Skills		
Ability to demonstrate a pragmatic and “common sense” approach to problem solving.	✓	
Ability to prioritise work and accommodate conflicting requests, whilst ensuring the day-to-day functionality of the venue.	✓	
Excellent customer service and interpersonal skills	✓	
Ability to work under pressure.	✓	
Ability to take a task through to its logical conclusion, without going beyond the individuals skills and knowledge	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team.	✓	
Highly organised with the ability to manage time effectively.	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business.	✓	