



Job title: IT Displays Technician

Contract Type: Permanent

Hours: 37.5 per week (including Bank Holidays, weekends and evenings)

Salary: c £22,000 per annum

Reporting to: Team Leader – Visitor Experience / Head of Commercial Operations

A new and exciting opportunity has arisen to maintain, renew and repair the exhibition technical display elements of an outstanding visitor experience at The Silverstone Experience, opening in late spring 2019.

Summary of The Silverstone Experience

Silverstone has been synonymous with motor racing since the mid-20th century. It is now one of the most famous sporting venues in the world. However, Silverstone has a much wider story to tell and its place in history was established well before the circuit was even constructed. The Silverstone Experience will tell the ‘whole’ Silverstone story – one that can only be experienced by visiting the site itself and interacting with the multi-layered stories that are woven into the fabric of the modern racing circuit.

Through the creation of The Silverstone Experience as a centre of focus and understanding, with extensive exhibition spaces, a Collections and Research Centre, Learning Studio and a series of site tours, programmes and activities, the heritage of Silverstone can reach a far wider audience than before and ultimately cement its position as the centre for British motor sport heritage.

The project will open in the spring of 2019 and is set to attract over half a million visitors in its first twelve months of operation.

The project vision is to bring the extensive heritage of Silverstone and British motor racing to life through the creation of a dynamic, interactive and educational visitor experience.

Job Purpose

You will effectively maintain and repair the lighting, AV, IT and technical elements of the Silverstone Experience and provide a safe and welcoming environment for all our visitors/corporate customers. You will ensure that we exceed our visitors’ expectations by ensuring that all repairs and maintenance are conducted on a timely basis and down time is kept to an agreed absolute minimum. You will provide technical assistance during the installation and removal of temporary exhibitions.

Key Responsibilities

Responsible for: Executing a planned, preventative regime for our exhibitions. Maintaining and auctioning an exhibition fault log. Performing basic exhibition maintenance including start-up and close down procedures of pre-programmed exhibits, testing, minor repairs and replacement of spare components to maintain the safe and secure operation of public places. Assisting with and / or operating presentation equipment, lighting and sound control equipment in the exhibition and in the meeting rooms/offices. Monitoring the use of maintenance materials and components. Liaising with external contractors and suppliers. Carrying out/overseeing correct data back-up procedures.

Financial Responsibility: As defined in annual budget and forecast. To place financial orders in line with agreed budgets, once authorised by your line manager.

Area of Impact: Responsible for delivering the targets for Exhibition installation, maintenance and repair as outlined in the Visitor Experience Plan

Nature of Impact: Manages the day to day repair, installation and maintenance of the Experience exhibits using job knowledge and following operational guidelines to deliver the highest standards of customer care and front of house welcome. Supports delivery of wider commercial activity.

Working environment: Bank Holiday, evening and weekend working required – on a rostered basis with responsibility shared across the team. Matrix working required on occasion as well as close liaison with Silverstone Circuit Ltd, British Racing Drivers Club, National Lottery Heritage Fund and commercial partners.

Managing Financial Performance: Contributes to setting and is responsible for achieving financial expenditure targets. Is aware of sales targets for the Silverstone Experience and the need to drive secondary spend with all our visitors.

Maximising the Visitor Experience: Strives to deliver a culture of exceptional customer service. You will collate, monitor and report on exhibition faults and repairs and maintain high standards of response and support to exceed the expectations of our visitors at all times. You will participate in the training of your team to repair, maintain and install exhibition IT and interactive exhibition displays.

Developing The Business: Seeks ways to grow income and profit through harnessing ideas from your team, your peers and customer feedback.

Managing Risk: Ensure that you comply with H&S procedures to minimise risk to staff, visitors and contractors. You will identify and manage risks to protect and promote the safety of staff, visitors and contractors and take action to ensure compliance with TSE H&S policy and procedures / legislation.

Delivering the Silverstone Experience: Ensure that everything we do reflects, protects and promotes the past, present and future of Silverstone – the home of British motorsport.

Undertake any other duties as may be reasonably requested by the line manager.

Actively follow all SHL policies.

Person Specification

Selection Criteria	Essential (E) Or Desirable (D)	Where Evidenced Application (A) Interview (I) Reference (R)
Qualifications		
GCSE English and Maths – Grade C and above	E	A
Formal qualification in a related discipline eg Electrician	D	A
IPAF and PASMA qualifications	D	A
PAT testing	D	A
Experience, Knowledge and Skills		
A minimum of two years experience in an IT support role, experience of Electrical Installation – latest edition, support roles in a visitor attraction environment, electronics, stage production	E	A
Previous experience of working in a production/theatre control environment managing shows, presentations or museum/leisure sector Audio– Visual operation and installation, IT, interactive exhibits	D	A/I
Able to demonstrate skills in working with bespoke displays, producing, installing, maintaining Able to demonstrate skill is exhibition installation/deinstallation	D	A/I
Has a hands on approach and think laterally	E	A/I
Knowledge of Health and Safety compliance requirements. Ability to implement and carry out Risk Assessments, and related H&S daily checklists.	D	A/I
Can follow detailed specifications/instructions for repair, maintenance and installation of exhibits	E	A/I

Competence in IT skills and experience of PC based Building Management systems.	E	A/I
Creative, innovative, proactive and resourceful – uses time and materials efficiently	D	A/I
Work in collaboration with teams across TSE to optimise the safety and quality of the visitor experience.	D	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job.

Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

To apply please send a covering letter including your salary expectations and current notice period with your CV to recruitment@silverstone-experience.co.uk by 5pm Wednesday 10th April 2019.

Interviews to be held week commencing 15th April 2019 and we are looking to appoint the successful candidate from w/c 6th May 2019.