



JOB DESCRIPTION	
Job Title	Technical Officer
Department	Open Spaces and Heritage
Grade	D
Location	Tower Bridge
Responsible to	Senior Technical Officer
Responsible for	Technical Assistants x6

Purpose of Post

To support and deputise as required for the Senior Technical Officers in supervising staff and the maintenance and repairs of all mechanical/ electrical & hydraulic machinery associated with lifting the Bridge including operational areas, buildings and other structures associated with the Bridge, Exhibition and Events Service.

Main Duties & Responsibilities

1. To manage a proportion of the Maintenance Programme and other technical work at Tower Bridge including allocating work to Technical Assistants in accordance with the Planned Preventative Maintenance programme and ensuring that work is carried out to an acceptable standard.
2. Undertake formal management duties of the Technical Assistants reporting directly to you, including staff appraisal, management of leave & sickness, allocation of overtime etc. as necessary, in conjunction with the other Technical Officers and deal with first line complaints in the absence of a Senior Technical Officer.
3. Determine equipment needs for duties undertaken under the Planned Preventative Maintenance programme and issue & order stores and equipment to deliver these.
4. Review and develop maintenance and other procedures as required by and for the approval of the Senior Technical Officers and/ or Operations Manager, including recommending and drafting ideas for change, using knowledge and understanding

of technical operations affecting the Bridge and maintenance /technical needs of the exhibition and commercial/ hospitality events programme.

5. Using judgement and understanding of the Bridge, Exhibitions and Events requirements and/ or priorities respond to maintenance/ technical emergencies as they arise and as necessary allocate work or call on other assistance, including contractors, to ensure that any such matters can be dealt with as expediently as possible.
6. To be the senior technical presence at commercial/ hospitality events, and deal in that capacity with any maintenance issues that may arise, meeting client's expectations and assisting them in the setting up and use of audio visual, lighting, internet connectivity and any other equipment as necessary.
7. Support and on frequent occasions deputise for the Senior Technical Officer to deal directly with and instruct the operational security team at Tower Bridge with regards to daily briefings, work permits, site inductions, events, etc.
8. Oversee, assist, undertake the maintenance and repair of all electrical/ mechanical/ hydraulic equipment associated with Bridge lifting operations, including supervising and providing assistance as necessary to contractors or to statutory authorities working on or visiting the Bridge ensuring that any works carried out comply with all health and safety and security procedures.
9. To undertake bridge driving duties and oversee bridge lifts as Senior Technical and Security presence and also act as a member of the Bridge crew/ safety team for scheduled Bridge lifting operations, including participating in the 24 hour/ 365 days a year call out roster for out of hours Bridge lifts.
10. Oversee or perform preventative maintenance on audio visual/ digital content as required to ensure continuity and reduce any unnecessary disruption to the visitor experience and proactively support and develop audio visual/ digital content within the Exhibition including keeping up to date with new media developments and advising the Senior Technical Officers on potential improvements to existing systems to enhance the visitor experience.
11. Overseeing works carried out with regard to the maintenance and repair of any premises or buildings associated with Tower Bridge, whether by in-house staff or contractors, and arranging for remedial improvements as necessary.
12. Carry out routine testing of safety and emergency equipment or systems, alarm checks and responding to breakdown calls.
13. Provide general support throughout the Bridge including assisting with setting up and breaking down of function furniture for events, internal cleaning of the Bridge structure, undertaking minor works and other general maintenance tasks as required.

14. To deliver engineering tours and talks on technical matters to paying groups and visitors and represent Tower Bridge as required for press and promotional purposes.
15. Supervise and provide assistance as necessary to Contractors working on the Bridge ensuring that they comply with all health and safety and security procedures.
16. Provide excellent customer service in accordance with Tower Bridge policies ensuring a positive and pro-active approach at all times to meet stakeholders/ client's requirements.
17. Undertake specific Health & Safety training to become a designated Risk Assessor and thereafter undertaking an agreed programme of assessments.
18. Meeting agreed individual and group targets and participate in the continuous improvement of the service through implementation of specific changes/ developments in support of the Business Plan for Tower Bridge.
19. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
20. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
21. To undertake any other duties that may reasonably be requested appropriate to the grade.