**Job Description: Maintenance Person, Discover Children’s Story Centre**

Discover Children’s Story Centre is the UK’s first hands-on creative literature space for children aged 0-11 years and their families / carers dedicated to generating a love of language, literature and stories.

At the heart of Discover are two floors of magical Story World and a Story Garden – immersive, exploratory play spaces where children and their imaginations can roam. The Discover team also work alongside bestselling authors and illustrators to create temporary immersive adventures, designed to feed children’s creativity and develop their storytelling and creative writing skills and run a year-round programme of story events on and off site. The busy venue welcomes over 100,000 visitors a year including more than 300 school parties, with ancillary revenue generation from a family café, coffee shack, bookshop, birthday party offer, tenancies and space hires. Proudly rooted in Newham, East London, at least 1 in 10 of our audience's experience Discover for free and we work closely with a wide range of community partners, our children’s, family and teachers' forums to guide our work.

In 2023 we launched a new five year strategy, ‘Stories For All’, which outlines how we want to continue to put children first, create the extraordinary, keep growing our accessibility and inclusion, play our part in protecting our planet and ensure our organisation is well run. This includes a major capital redevelopment of our site which has already delivered new infrastructure including Air Source heating and cooling, new accessible toilets, improved insulation and a giant inflatable monster on the roof. The next phase of works will take place in spring 2026 and deliver a new ground floor café, 0-2s space and inclusive vertical play feature, enabling the venue to grow and adapt to serve the next 1 million children and families.

**Title:** Maintenance Person  
**Location:** Discover Children’s Story Centre  
**Reporting to:** Senior Facilities Manager

**Purpose:**

Responsible for completing routine maintenance, undertaking repairs and tackling a range of other practical tasks across Discover’s buildings (our venue and office space rented to tenants) and Story World spaces, and occasionally at our storage facility and nearby off-site events.

**Key Responsibilities:**

You will be self-motivated and versatile and able at managing and delivering on multiple duties and responsibilities, including:

* Plumbing: to resolve basic problems such as installing new taps, toilet seats and repairing minor leaks.
* Electrical: replacing bulbs, rewiring sockets, changing switch.
* Decorating: painting walls and ceilings, touching up skirting boards and door frames, sanding floors and other wooden surfaces.
* Repairs and Maintenance: installing cabinets, doors, countertops and flooring including tiles, carpets or other hardwood and laminate aspects including damaged window frames. Repair and maintenance of exhibition items and structures.

**General**

* Be knowledgeable of health and safety practices and adhere to Discover’s health and safety policy.
* Manage and maintain the workshop and storage areas to ensure they are tidy, usable and safe. Manage stock for maintenance tasks and communicate purchase requirements to the Senior Facilities Manager in good time to ensure we are adequately stocked.
* Plan in essential maintenance and prioritise works with the Senior Facilities Manager.
* Plan longer term maintenance with the Senior Facilities Manager.
* Undertake fire safety, fire evacuation and health and safety qualifications.

**Essential person specification:**

* Proven experience of maintenance roles. Flexible, friendly approach and solutions-orientated mindset.
* Excellent working knowledge of general maintenance practices including plumbing, electrical, carpentry.
* Ability to safely and effectively use and maintain a variety of hand and power tools.
* Good troubleshooting and problem-solving skills and attention to detail.
* Ability to work independently and manage time efficiently.
* Strong communication and interpersonal skills.
* Good knowledge of health and safety regulations.

**Desirable:**

* A valid driver’s license will be required depending on job location.
* Experience of working in family venues.
* Experience of working in charities, museums or arts organisations.

**Terms, Hours and place of work:**

Part-time permanent contract at 14 hours per week (excluding unpaid lunchbreaks) with hours worked flexibly in agreement with you and your line manager to the needs of the business. As the centre is open 10am – 5pm, not all maintenance work can be undertaken during opening hours. This means we are looking for someone who can be flexible and is happy to work some full days and some part-time days either 7am – 10am or 4 – 7pm. Hours generally Monday – Friday, occasional weekend and evening hours when required.

**Holiday entitlement:**

10 days per annum plus pro rata’d statutory bank holidays (based on 2 days per week); up to 5 days paid carers leave; an additional day’s birthday holiday is awarded after two years of service. Employees are entitled to free hot drinks from the café and discounts on food, books and retail plus 10 free tickets annually to Discover for friends and family.

**Flexibility:**

All jobs at Discover are carried out on a flexible basis, with duties and responsibilities varying from time to time to meet the needs of the organisation without changing the general character of the job or level of responsibility. We understand that work is only one part of employees lives and endeavour to ensure that this flexibility works both ways and can support you with other needs.

**Probation and notice period:**

The post is subject to a probationary period of 3 months during which notice period is 1 week on either side.  Once the probationary period is complete, notice period is 2 months. The post holder will be required to undertake an Enhanced DBS check.

**Equality and diversity:**

Discover is committed to equal opportunities in employment practices and the provision of services and expects that this policy will be supported by everyone in the organisation.  We are very happy to make accommodations you require to support you in your application process, please let us know what we can do to help.