



Job Title: Operational Support – Event Setup Team Assistant

Job Level: NA

Responsible To: Technical Manager

Direct Reports: Local Crew and external contractors brought in to support the team.

Place of Work: Based at Sheffield City Hall but will be required to work at other sites where the Company operates.

Purpose of the Job

To support the Operational support team – Technical in delivery of all technical services, venue preparation and maintenance. With primary responsibility for event set ups creating an event experience which is regarded as the best in the business. Making sure areas and equipment are ready and prepared for customers arrival and areas are left ready for the next activity following use. Undertaking area and equipment checks and supporting clients' requirements while here.

Actively encourage a safe and secure culture by being a presence and support ensuring compliance with all health and safety policies and Counter terrorist protocols. To support all departments in meeting the buildings requirement.

Job Summary:

To work as part of the Operational Delivery team, preparing the venue for activity and supporting visiting clients with their needs. The position will be a key hands-on role requiring physical effort throughout the day. The role will work across all departments supporting where necessary and will be a key point of contact to ensure all events run smoothly.

The Role will also be responsible for the general housekeeping to maintain equipment not in use is stored away in its correct location and that faulty equipment is identified and either removed safely from use or repaired. And working with other departments maintaining areas and equipment as part of the preventative maintenance regime.

Key Responsibilities:

- To maintain a clean and safe environment ensuring the external and internal entrances remain welcoming and safe. To ensure that the venue is always prepared for public access in line with approved standards.
 - Conduct regular checks and tests on the venue equipment, and carry out any routine maintenance as deemed necessary on equipment and apparatus in accordance with relevant regulations and Company Policy.
 - Ensure the venue is treated with due care and attention, recording and reporting potential defects and building faults using the reporting system. To take pride in your everyday
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- activities and surroundings and manage the behaviour of others in the venue by challenging behaviour that is presenting potential risk or damage to the building fabric or individuals.
- Assist in controlling and monitoring of Building Management System (BMS) ensuring maintenance of the building's environmental conditions.
 - To continually exceed customer expectations through the proactive approach of all tasks.
 - To ensure all the venue's equipment is maintained to the required standards and that a preventative maintenance programme for said equipment is in place.
 - To clean and maintain all rainwater drainage systems including water draw off areas to prevent drains becoming blocked.
 - To undertake general maintenance within your capability including but not restricted to painting, seat repairs, line demarcations on steps.
 - To maintain great housekeeping ensuring all items are stored away in the right place and corridors, egress routes are always clear.
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- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented, and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.
 - To always operate a friendly and professional service. contractors and visiting personnel.
 - To assist in the development of casual and contracted team members ensuring their continual development and to maintain venue standards and company expectations.
 - To assist training and development of casual and
 - To assist in creating and manage the teams' rotas if requested.
 - To work as part of the team working proactively with others.
 - To assist with venue technical specification/information sheets and audits are accurate and up to date.
 - To carry out administrative duties associated with this post, maintaining relevant GDPR including filing and maintaining records in accordance with company procedures.
 - Clearing away and resetting equipment as necessary for subsequent events.
 - To assist with break cover and stationary testing regimes. To keep up to date with current guidelines, procedures, and regulations, and undertaking training as required.
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- To complete area and activity risk assessments and method statements in accordance with company policies. And to comply with all safe systems of work.
 - To ensure that all health and safety aspects are complied with by venue staff,
 - To liaise with appropriate departmental managers, organisations and local authorities ensuring compliance with regulations and to ensure all necessary certification is achieved.
 - To actively promote a safe culture, always adhering to the Company's Health and Safety Policy and procedures.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.