



Job Title: Operational Support Team – Technical

Job Level: NA

Responsible To: Technical Manager

Direct Reports: Assistant Operational Support team – Event set up team, local crew, and apprentices.

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

Act as technical point of contact, working directly with clients and the event coordinators to manage the arrival and departure of all events, whilst ensuring compliance with all health and safety policies and regulations.

Assist the Technical Manager to prepare the venue for the arrival of all productions, by setting up seating, staging and furniture as required.

Provide an electrically biased service to event clients and ensure that all connections and equipment set ups are electrically and mechanically safe meeting current electrical and safety standards.

Set up, Operate and de-rig, sound, lighting, and AV equipment for a wide range of events.

Liaise with the Company's Facilities department regarding the day-to-day maintenance of the electrical, mechanical, and technical equipment.

Job Summary:

- To provide a technical and physical support service for the venue, managing incoming clients and their contractors Supporting the venue management in daily liaison between visiting companies supporting the successful delivery of their needs.
 - To provide a proactive operation always presenting the venue and company in the best possible light, making sure that visiting companies' expectations are continually exceeded.
 - To maintain a safe and compliant operation. Ensuring all connections, temporary builds and rigging are compliant.
 - Preparing the venue for events and to ensure prior to the arrival of the hirer that the venue is correctly prepared to the required standard.
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Key Responsibilities:

- Connect touring production equipment to the venue's three phase electrical supply.
- To carry out room and event setups, this is to include, but not be limited to: staging, seating, furniture, AV or lighting equipment, as appropriate and to support load in and outs as required.
- To set up and operate sound lighting and video equipment for a variety of events.
- To support and manage visiting productions in preparing stage performances and FOH installations.
- 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 implement and comply with the company Health & Safety Policy, maintaining the safest possible environment for your colleagues, visiting event staff and customers.
- To support the technical manager in updating all venue technical specification & information.
- 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 liaise with appropriate departmental managers, organisations and local authorities ensuring compliance with regulations and to ensure all necessary certification is achieved.
- To ensure all the venue's technical equipment is maintained to the required standards and that a preventative maintenance programme for said equipment is in place.
- To actively take part in the continual development and review of venue risk assessments and method statements.
- To ensure that the venue is correctly prepared for public access at functions where no Duty Manager or Event Coordinator is present.
- To assist in the training and development of the Operational support team members, ensuring their continual development in accordance with Company policies.
- To assist in creating and manage the teams' rotas if requested.
- Manage the arrival and departure of all events/clients ensuring compliance with all health and safety policies and regulations.
- Assist in preparing the venue to meet specifications of visiting productions, including assisting with advancing events.

- Provide an electrically biased service to event clients and ensure that all connections and equipment set ups are electrically and mechanically safe meeting current electrical and safety standards.
- Liaise with the Company's Facilities department regarding the day-to-day maintenance of the electrical, mechanical, and technical equipment.
- Set up, Operate and de-rig, furniture, sound, lighting, and AV equipment for a wide range of events.
- Act as technical point of contact, working directly with clients and the event coordinators.
- To work as part of the team, working proactively with others and other departments, for the benefit of our customers
- To keep up to date with current guidelines, procedures and regulations undertaking training as required.
- To Carry out general Building Maintenance as required, including - lamp replacement, statutory checks, Portable appliance repair and testing.
- Being in attendance during events to operate the equipment and to carry out repairs, modification and adjustment as required on equipment.
- Clearing away and resetting equipment as necessary for subsequent events.
- To provide a co-ordinating stage management role during the set-up and de-rig period and to be the main liaison point between the City Hall and the hirer.
- Conduct regular checks and tests on the venue equipment and carry out any electrical / mechanical repairs as deemed necessary on equipment and apparatus in accordance with relevant regulations and Company policy.
- To be proactive in managing environmental conditions to maximise efficiency and customer comfort.
- To undertake any other duties appropriate to the post.

Expected Behaviours

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