



Job Title: Technical Manager – Sheffield City Hall

Responsible To: Venue Manager – Sheffield City Hall

Direct Reports: Operational support Team - Technical and Event Set Up

Place of Work: Based at Sheffield City Hall but expected to travel to other venues as a when required.

Purpose of the Job

Responsible for the operational delivery and preparation of the venue. Being the key liaison for all technical advancing, working alongside the event coordinators to ensure all clients' needs are met and discussed in advance of their arrival.

Developing and maintaining local contacts for event support services. Ensuring suitably competent resources are in place and delivering the expected standards of service.

Leading the operational support team, including, recruiting, inducting, and developing them to ensure we set an outstanding quality and safety culture, continually driving the team, venue, and your development to ensure we are seen as an outstanding provider.

To lead on the health and safety management of the venue and to liaise directly with facilities services to ensure the venue is maintained and operational to expected requirements.

Job Summary:

- The Technical manager and their team will be the key contact for all visiting companies and clients. Manage the arrival and departure of all events / clients and ensure compliance with health and safety policies and regulations.
 - Manage the venue's resources ensuring maximum effectiveness and efficiency whilst continually developing resources through quality performance management and training initiatives.
 - To take the lead on, manage, and facilitate all technical and building fabric aspects of the operation of the venue. The position will liaise with promoters, event organisers, production companies, suppliers and other internal and external stakeholders in order to drive forward and innovate and ensure the Sheffield City Hall remains one of the leading Entertainment Venues.
 - Be an inspiring and visible leader able to effectively manage and develop the Operational support team and to act as a role model to others in the organisation.
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- To work and liaise with the Reactive Maintenance Manager and the External Maintenance Contractor to ensure proactive and reactive maintenance requests are managed in the most efficient and effective manner with the resources available.
 - To be the main liaison with the venue Facilities support company ensuring the venue is maintained to an outstanding standard.
 - To constantly explore opportunities to be more efficient, creative, and sustainable reducing our environmental impact at every opportunity.
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Key Responsibilities:

- Manage and mentor the Sheffield City Hall Operational support team to ensure an outstanding level of service are delivered to all stakeholders. This includes effective rotas, performance monitoring and personal development.
- Ensure adequate technical cover is always provided including acting as technical point of contact on the day.
- Project manage event changeovers to ensure all event spaces are ready.
- Work with the Sheffield City Hall Venue Manager to provide advice and support, where necessary, with liaison with the reactive maintenance manager, the external maintenance contractor, and other contractors to ensure all routine and statutory maintenance is carried out in the most effective and efficient means necessary.
- Working with relevant internal departments be financially responsible for the Operational support department at the Sheffield City Hall.
- To ensure the Operational Support team 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
- Ensure compliance with all systems, policies, and training to ensure adherence to all relevant Health and Safety legislation
- To work with other relevant venue and corporate teams on sustainable practices to aspire and to adhere to the LIVE Green sustainability charter
- To actively promote efficient use of energy and constantly explore opportunities to reduce our carbon footprint.
- To act as duty manager as and when required always ensuring the highest possible standards of operation.
- To ensure all relevant personnel both internal and external have sufficient sight of and training in all relevant documentation including but not restricted too grid heights, loads, safe operating systems, correct assembly, and storage of equipment etc.
- Ensure that all venue technical specification and information sheets are accurate and up to date. Furthermore, ensure that a specific 'technical rider' is generated for every event following discussions with the relevant artists/production staff.

- Deliver training to employees as required, including, health and safety and procedural items, maintaining records of attendance and achievement for all attendees.
- To recruit, train and maintain both a casual and contracted Operational support team ensuring continual development in accordance with Company policies.
- To liaise with and continually develop the working relationship with local crew / suppliers ensuring the highest possible standards of service and to manage this service ensuring safety is the priority.
- To manage a rigorous health and safety programme, ensuring the venue develops and maintains an outstanding safety record. This should include a risk assessment programme ensuring all risk assessments and method statements are completed and works are in accordance with agreed schedules for both venues arranged works and visiting companies' activities.
- Ensure that all health and safety aspects are complied with by venue staff, contractors and visiting personnel.
- To liaise with the venue Facilities Lead, and all heads of department to ensure all safety and licence certification is achieved and maintained.
- Manage the inspection and maintenance schedules of items as required on all operational equipment to include (but not restricted to) electrical items, flying systems, performance areas, fire safety and emergency systems.
- To liaise with appropriate departmental managers, organisations and local authorities ensuring compliance with regulations and to ensure all necessary certification is achieved.
- To ensure the venue's technical equipment is maintained to the required standards and that a preventative maintenance programme for said equipment is in place.
- To drive outstanding housekeeping principles with the team, ensuring all equipment has a home and is always returned whenever it is not in use for a specific activity. Maintaining a safe, professional, organised, and well-presented environment in all areas.
- To keep up to date with current guidelines, procedures and regulations undertaking training as required.
- Always adhere to the Company's health and safety policy and procedures.
- 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.