



**Job Title:** General Assistant Supervisor  
**Responsible To:** Assistant Operations & Events Manager  
**Direct Reports:** General Assistants  
**Place of Work:** iceSheffield

**Purpose of Job:**

- To assist in the day-to-day delivery of ice Sheffield's programme, undertaking a wide range of operational tasks including supervision of on ice activities.
- To assist Duty Managers in the daily running of the building, working on a shift basis to assist with daily opening/closing.
- To offer proactive hands-on supervision to a team of General Assistants to lead, line manage, and develop.
- To deliver staff training and building inductions when required.
- To assist in the housekeeping & domestic requirements of the facility by adhering to the policies and procedures.
- To provide cover during critical periods such as busy public sessions, delivery of ad hoc sessions, during event periods etc.
- To deliver an excellent standard of customer service and building presentation always.

**Key Responsibilities:**

**1 Core Values**

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

**2 Customer**

- To ensure that quality and service standards are utilised and that you work with every member of the team focusing on providing customers with a positive experience.

**3 People**

- To work as a member of the Operations team, working proactively with other members of staff both in service & delivery and all other areas of the business.
- To ensure that on a day-to-day basis that you are you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
- To ensure your personal hygiene and that you uniform always meets the standards set by the facility.

**4 Financial**

- Arrange staff rotas, schedules, annual leave requests, overtime processing and briefs for General Assistants.
- Ensure costs can be saved, when necessary.

## **5 Business Development**

- Develop and maintain effective communication with all customers. Establish formal communication links with line managers for positive contributions regarding new ideas in order to continually review and develop increased sales and customer retention.

## **6 Operations**

- To work with Duty Managers to ensure necessary tasks can be completed to the relevant standard and also in a required time frame.
- To undertake, individually or as part of a team, the cleaning of designated areas to ensure they are kept in a clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
- To operate and use powered cleaning equipment.
- To undertake duties such as sweeping, hoovering, washing, removal of graffiti and emptying waste bins. High cleaning, stripping, re-polishing are also required after necessary training.
- To ensure that toilet and sanitary areas are kept in clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
- Ensure all job lists and checks are completed accurately by the team.
- Adhere the company policies and procedures to include appearance standards.
- Open up/lock up building as required.
- Report any defects of building/equipment failure to the supervisor or Duty Manager.
- To work on own initiative in the absence of a Manager.
- Maintain and clean as required all equipment, fixtures and fittings and ensure they are operating to the highest standards, in line with the standard operating procedures.
- Maintain systems of communication to ensure that all staff and other departments/sections are kept up to date with activities, events and policies.
- This list of duties is not exhaustive, and you will be required to undertake any other duties that may be necessary.

## **7 Key Performance Indicators**

- Take part in regular team meetings and staff training sessions.
- Take responsibility for identifying and pursuing training opportunities to improve knowledge base.
- Take part in training, both internal and external, as required, in order to fulfil the requirements of the post.

## **8 Health and Safety**

- Act in accordance with current legislation, and update knowledge through regular training.
- Fulfil requirements of the evacuation procedure.
- To carry out some of the daily building Health & Safety inspections and report all findings to the Duty Manager.
- Always adhere to the Company's health and safety policy and procedures.
- To report immediately any areas of concerns to either a line manager or Duty Manager.
- To report all defects/breakages to either a line manager or Duty Manager.
- Attend all health and safety training when required including outside normal working hours.