



**Job Title:** Ice Technician  
**Responsible To:** Assistant Operations & Event Manager  
**Direct Reports:** N/A  
**Place of Work:** iceSheffield

**Purpose of Job:**

- To assist in the day-to-day running and delivery of the facility's daily operation.
- To undertake a wide range of operational tasks such as resurfacing and general maintenance of the ice when required.
- To work on a work on a shift basis to assist with the daily opening/closing of the building.
- To deliver an excellent standard of customer service and building presentation always.
- To assist in the operation & housekeeping of the facility by adhering to the policies and procedures.

**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 along with housekeeping 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 Operations**

- To undertake, individually or as part of a team, the cleaning of designated areas and associated accommodation to ensure they are kept in a clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
- To undertake duties such as sweeping, washing, removal of graffiti and emptying waste bins, Vacuuming, dusting, polishing, high cleaning, cleaning windows.
- To ensure that toilet and sanitary areas are kept in clean and hygienic condition in accordance with the high standards set by SCT.
- Ensure all checks are completed to include check sheets.
- To operate and use powered cleaning equipment.
- Adhere the company policies and procedures to include appearance standards.
- Open up/lock up building as required.
- To work on own initiative in the absence of a supervisor/Manager.

- Maintain and clean 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.
- Supervision of the activities taking place such as Ice Stewarding & Event Stewarding.

## **5 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, to fulfil the requirements of the post.

## **6 Health and Safety**

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

## **7 Ice Maintenance**

- Utilise specific equipment to repair and maintain complex machinery, equipment, and facility property to prevent further damage and ensure optimal operation
- Operate and monitor the refrigeration ice plant
- Coordinate the ice building process to include properly starting the refrigeration unit, ice production, game line painting, and continuous ice maintenance, ensuring proper temperature and surface conditions.
- Properly shut down the refrigeration unit and removal of the ice sheet.
- Operate the Zamboni for regular activities and special events.
- Request and assist refrigeration specialists, HVAC specialists, and other workers in repair, replacement, and upkeep of the ice mechanicals.
- Monitor ice sheet conditions regularly, to ensure proper settings and operation of the refrigeration unit.
- Coordinate the purchase, inventory and maintenance of equipment and supplies.
- Maintain knowledge current trends and issues. Preferred applicants will have or be willing to obtain a Certified Ice Technician certificate through ORFA.
- Inspect, maintain, and perform repairs on the Zamboni(s) per manufacturer recommendations.
- Perform minor maintenance on facility and ice maintenance equipment including Ice Resurfacer safety check, clean and wax. Safe blade changes and grease machine as needed
- Maintain appropriate checklists, records and reports including Ice Resurfacer Log / safety check
- Carry out maintenance on the ice to ensure condition for best practices both for Operational and energy efficiency including the following Ice depth measurements, Ice Cutting back, Ice Flooding, Levelling the ice.
- Ensure checks are in place and responsible for keeping them to a high standard: Dasher Board system, Arena Glass, Hockey, Arena Seating. Hire Skates including Grinding, Skating Aids, Foam & Portable Barrier Systems, Staging, PA Systems, Function Room Equipment including AV, Rink Wooden Flooring & Xmas Show equipment including scenery.
- Lead on set ups and set downs at all the events taking place at iceSheffield.