



Job Title: Maintenance / Event Technician
Responsible To: Technical Manager
Direct Reports: Maintenance and facilities contractors.
Place of Work: Based at Utilita Arena Sheffield

Purpose of the Job

To be responsible for conducting general maintenance tasks maintaining the venues building fabric and equipment, carrying out proactive, reactive, and planned maintenance tasks.

Work with the Ice Engineer with the maintenance of the venues ice rink.

Event cover on ice hockey or any ice related events, including using the Zamboni.

Work with the team with events and cover holidays.

Respond to emergency calls outside your normal hours to support the venue in managing emergency and unexpected situations ensuring damage limitation and prompt resolution.

Liaise with and oversee contractors to ensure adequate resources and planning. Ensuring safe working systems are maintained including but not restricted to Hot works, Permit and authorisation to works systems. And to manage the approved contractor scheme ensuring all contractors are suitably checked and appointed in line with good practice.

To liaise with the company maintenance contractors allocating and prioritising reactive tasks and booking in planned improvement and maintenance works via the company portal system.

Job Summary:

The Maintenance / Event Technician is responsible for providing support to the facilities and events teams. Their duties include maintaining the grounds, plant and general building fabric. Working alongside the primary facilities contractor and sub-contractors to achieve the highest possible standards of building maintenance.

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.
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2. Customer

- Ensure that all customers experience a warm welcome to the venue and that regular checks of the customer journey are made.
- To maintain the venue in a condition appropriate to welcoming customers.
- To undertake cleaning quality assurance inspections.
- Respond to customer complaints, when appropriate.

3. People

- Ensure that all people experience a warm welcome to the venue and that regular checks of the customer journey are made.
- To ensure all contractors visiting the venue are inducted into the safe systems of work and their expectations while attending the venue.
- To monitor the performance of outside contractors where appropriate, ensuring that all work is carried out to the highest possible standards and in line with Health and Safety requirements.
- To liaise with sub-contractors to arrange appointments, access arrangements, discuss works etc.

4. Finance

- Utilise chemicals and consumables to best effect and avoid wastage.
- Undertake stock checks and ensure that stock rotation occurs in a timely fashion.
- Order and maintain supplies to meet operational needs.

5. Operations

- Work with the Ice Engineer with the maintenance of the venues ice rink.
- Event cover on ice hockey or any ice related events, including using the Zamboni.
- Work with the team with events and cover holidays.
- To produce accurate quotations for any work to be undertaken within the venue for submission to venue management for consideration.
- To maintain and renew any building fabric, fixtures, and fittings within the venue, within your capability and competency.
- To carry out any general repairs, and be capable of undertaking any basic joinery tasks, plumbing, painting and staining.
- To maintain a clean, tidy, and operationally effective environment including all plantroom(s), ensuring all plant machinery is working and areas of concern are reported and / or repaired. This is to include all items including items on the roof.
- To carry out and complete all works to a high standard, and in a competent manner.
- To ensure that the venue preventative maintenance programme is adhered to and completed in a timely manner.
- To assign, report and use the company's management system (Help desk) to assign tasks, update records and prioritise work, currently the IEMS system.
- 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.

6. Health and Safety

- Adhere to the Company's Health and Safety Policy and procedures at all times.
- To ensure only qualified, trained, and experienced personnel are allowed to operate equipment within the venue in-line with company Health and Safety and legislative requirements.

- Ensure that any required qualifications for your position remain valid and to ensure that any necessary training is arranged and undertaken within the specified timescales.
- Undertake risk assessments and safe systems of work when necessary, keeping the departments up to date and current.
- The work with the Venue manager to undertake regular area audits and inspections ensuring good housekeeping principles are applied consistently by all departments in all areas.
- To work with the Ice / Technical Manager and other venue teams to respond to audit and inspection reports ensuring a timely completion of recommendations.
- To ensure all safe systems of work are understood and followed, including but not restricted to asbestos policy, hot works and permit to work systems by all contractors and employees

7. Other Tasks

- Attend relevant and appropriate training as and when requested.
- Attend venue & corporate meetings as and when required.
- Carry out any other reasonable tasks as and when required.

Expected Behaviours

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

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.