

# Technical Officer

Newport Live

**37-hour post**

Grade 5 £26,364 (subject to annual pay review)

Newport Live is an award winning not for profit sport, leisure, and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that 'inspiring people to be happier and healthier'.

An exciting opportunity has arisen within Newport LIVE for a committed individual to play a key role maintaining facilities, supporting the business and to develop their career within the leisure and cultural sector.

If you are passionate and enthusiastic about delivering exceptional internal and external customer service and maintaining facilities in excellent condition, this role is definitely for you.

The Technical Officer is a key role within Newport LIVE and the successful candidate will work as part of a team to ensure the facilities are in excellent condition, adhere to relevant regulations and are ready for customers to use safely. The role is a full-time 37-hour post based predominantly at the Newport International Sports Village but travelling between sites across all Newport LIVE Venues on a daily basis.

Having trade knowledge and experience are a distinct advantage and any technical qualifications are highly desirable.

## **Employee benefits include :**

- Access to a Local Government Pension Scheme
- Annual leave 25 days rising to 32 days plus 8 bank holidays
- Free employee health and wellbeing membership and family discount
- Free parking at Newport International Sports Village
- Electric vehicle charging
- Career development opportunities
- Employee discount on food and beverages in Newport Live facilities

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Neil Sargeant (Director of Operations, or email [neil.sargeant@newportlive.co.uk](mailto:neil.sargeant@newportlive.co.uk))

## **Application Process**

Please complete a Newport Live application form and return to [jobs@newportlive.co.uk](mailto:jobs@newportlive.co.uk) by Sunday 22nd February 2026.

Interviews will be held on Friday 27th February 2026.

## Job Description

<b>POST:</b>	<b>Technical Officer</b>
<b>JOB PURPOSE:</b>	To be responsible for the proactive and reactive maintenance of Newport LIVE equipment and venues throughout the City.
<b>RESPONSIBLE TO:</b>	Director of Operations
<b>SALARY:</b>	£26,364 (subject to annual pay review)
<b>KEY RELATIONSHIPS:</b>	Executive Team, Heads of Department, Customer Success Team, Leisure Operations Officers, Newport Live colleagues, Suppliers, and customers.
<b>BASE LOCATION:</b>	Newport International Sports Village
<b>MANAGEMENT RESPONSIBILITY:</b>	None
<b>WORKING HOURS/ PATTERN:</b>	This post will require the post holder to work flexibly including early mornings, evenings, and weekends on a regular basis.
<b>TRAINING:</b>	The post holder will be required to attend staff training programmes relevant to their post.

### I will be successful in my role when:

- 1 All my key performance outcomes operational responsibilities are consistently delivered to a high standard
- 2 I achieve all key performance indicators specific to my role
- 3 I role model the behavioural values of Newport Live through my performance
- 4 I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers
- 5 Through my performance and passion, I inspire people to be happier and healthier

### HOW MY PERFORMANCE IS MEASURED



## Key Performance Outcomes, Responsibilities & Accountabilities

### KEY RESPONSIBILITIES:

1. Monitor, review and update the defects recording systems at all Newport Live venues providing solutions or arranging appropriate remedies for all reported problems on a priority basis.
2. Deal with general maintenance enquiries from all Newport Live venues and departments arranging appropriate remedies on a priority basis.
3. Cooperate with Venue Managers to complete building and technical work risk assessments and method statements across all Newport Live venues.
4. Carry out weekly safety and efficiency inspections on mechanical and electrical plant and associated service critical equipment across Newport Live venues to ensure safe and continuous operation for staff and customers.
5. Carry out weekly inspection of sports specific and fitness equipment. Complete any remedial maintenance where possible and report to site team for escalation to appropriate contractors when required.
6. Ensure that all works completed include cleaning and tidying work areas leaving them safe and available to customers and colleagues.
7. Regularly tour and inspect all areas of the venues and external grounds to identify maintenance, security and safety requirements and to take prompt action to deal with matters requiring immediate attention to ensure a high-quality service for all customers and meet minimum operational standards.
8. Assist with maintenance and cleaning of all venue plant rooms and the equipment within them.
9. Assist with the planning, organisation, preparation and arrangements for special events as directed by the Venue Managers and Executive Management Team.
10. Assist with the get ins, set ups, take downs and get out's for events and hires which Newport Live host or organise.
11. Monitor Health and Safety practices of both internal colleagues and contractors and feedback to management concerns witnessed and suggest improvements to these practices.
12. Comply with health and safety and licensing requirements when discharging duties.
13. Maintain accurate records of maintenance activities, inspections, and repairs.
14. Communicate effectively with all colleagues matters that have arisen which are relevant to the discharge of their duties and ensure smooth day to day running of the facilities.
15. Transport people, supplies and equipment between venues as and when required.
16. Support colleagues to maintain security measures at venues.
17. Attend all appropriate training when directed by Newport Live Executive Management Team.

All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All employees are expected to understand be committed to the Health and Safety Policy statement and be aware of his/her responsibility for key priorities.

All employees are expected to demonstrate commitment and enthusiasm to promote the principles of Equality and Diversity in employment and service delivery.

Newport Live is committed to Safeguarding and promoting the welfare of Children and Adults at Risk and expects all team members to share this commitment. Background checks including DBS (or equivalent) will be carried out for all roles where it is required.

**The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.**

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.**

**General Manager – PERSON SPECIFICATION**

<b>Area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>1.1 5 GCSEs (at grade C or above) or equivalent Vocational Qualification (C)</p> <p>1.2 Understanding of the technical procedures in a leisure environment and requirements to present performances in an event and concert venue (A, I)</p> <p>1.3 Ability to understand Health and Safety and associated regulations in relation to a Leisure and Theatre environment (A, I)</p> <p>1.4 IPATH Qualification (C) (To be able to obtain qualification within 3 months)</p>	<p>1.5 Possess the Institute of Safety and Health (IOSH) Working Safely qualification (or equivalent) or a commitment to gain the qualification within 6 months of commencing the role (C)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Practical technical skills and be willing to develop new technical skills (A, I)</p> <p>2.2 Communicate effectively, verbally and in writing (A, I)</p> <p>2.3 Well organised and methodical (A, I)</p>	
<b>Experience</b>	<p>3.1 Experience of plant equipment and building maintenance (A, I)</p> <p>3.2 Experience in operating Excel spreadsheets and electronic data systems (A, I)</p> <p>3.3 Driving vehicles and operating work equipment safely (A, I)</p>	<p>3.4 Experience of operating event music and lighting systems (A, I)</p>
<b>Personal Attributes</b>	<p>4.1 Be able to show commitment to personal continuous performance improvement (A, I)</p> <p>4.2 Able to demonstrate enthusiasm and personal motivation (I)</p> <p>4.3 Able to demonstrate a passion for delivering excellent customer service (I)</p> <p>4.4 Committed to team working and willingness to assist colleagues (A)</p> <p>4.5 Good inter-personal skills and the ability to deal with people tactfully and diplomatically (I)</p>	

	4.6 Able to work to deadlines (A, I)	
<b>Other</b>	<p>5.1 Ability to work early mornings, evenings and weekends to suit the needs of the business (I)</p> <p>5.2 Be physically able to undertake all aspects of the role including lifting, carrying, ascending and descending stairs / ladders (I)</p> <p>5.3 Current Driving Licence (A)</p> <p>5.4 Ability to work at height (A)</p> <p>5.5 Ability to work at various Newport Live venues as directed by the Executive Management Team (A)</p>	

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre