

Job Description

POST:	Technical Officer
JOB PURPOSE:	Responsible for proactive and reactive maintenance of all of our venues and equipment across the city
RESPONSIBLE TO:	Director of Operations
SALARY:	Grade 5 (SCP 21-25)
BASE LOCATION:	Newport International Sports Village, with requirement to work across all sites
KEY RELATIONSHIPS:	Executive Team, Heads of Departments, Operations team, Customer Services, all Newport Live Colleagues, suppliers, customers and visitors
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	Full time (37 hours per week) with the need to work flexibly to cover early mornings, days, evenings, weekends and bank holidays as may be required
TRAINING:	Requirement to attend all training aligned with the role

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 RESPONSIBILITIES

Maintenance and Repairs

1. Manage and update the defects reporting system across all venues, effectively prioritising and resolving issues
2. Respond to general maintenance enquiries and arrange remedial works as required
3. Carry out minor repairs and escalate specialist works to approved contractors where necessary
4. Assist with maintenance and cleaning of plant rooms and equipment within them
5. Ensure all work areas are left clean, safe, and ready for use following completion of tasks

Inspection and Compliance

6. Undertake weekly inspections of mechanical and electrical plant, critical service equipment and plant rooms, to ensure safe and continuous operation
7. Inspect sports and fitness equipment each week, completing remedial works where possible
8. Conduct regular venue and grounds inspections to identify maintenance, safety, and security issues, taking prompt action where required
9. Maintain accurate records of inspections, maintenance activities, and repairs
10. Ensure all duties are carried out in compliance with health, safety and licencing requirements

Risk Management and Safe Working

11. Work with venue managers to complete building and technical risk assessments and method statements
12. Promote safe working practices by raising health and safety concerns appropriately, making suggestions for improvements where necessary

Events and Operational Support

13. Support with the planning and preparation of special events as directed by venue managers
14. Assist with event get ins, set ups, take downs and get outs

Communication, Security and Logistics

15. Communicate effectively with all colleagues to support the smooth day-to-day operation of facilities
16. Assist in maintaining venue security measures
17. Transport equipment, supplies, and people between venues as may be 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.

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

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

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

PERSON SPECIFICATION
Technical Officer

Area	Essential	Beneficial
Qualifications	<p>1.1 At least five GCSEs at grade C/4 or above OR equivalent</p> <p>1.2 IPAF certification (<i>or commitment to obtain within three months of start date</i>)</p>	<p>1.3 IOSH Working Safely (<i>or willingness to achieve within six months of start date</i>)</p>
Knowledge, Skills & Competencies	<p>2.1 Practical technical skills with willingness to develop further</p> <p>2.2 Understanding of technical procedures in leisure and events venues</p> <p>2.3 Knowledge of Health and Safety regulations including manual handling and working at height</p> <p>2.4 Confident in using IT systems, particularly MS Excel</p> <p>2.5 Clear, effective verbal and written communication</p> <p>2.6 Organised and methodical approach to work, with ability to prioritise efficiently</p>	
Experience	<p>3.1 Maintaining buildings and plant equipment</p> <p>3.2 Driving vehicles and operating work equipment safely</p>	<p>3.3 Operating event lighting and sound systems</p>
Personal Attributes	<p>4.1 Committed to personal development and continuous improvement</p> <p>4.2 Demonstrates enthusiasm and personal motivation</p> <p>4.3 Passionate about delivering excellent customer service</p> <p>4.4 Team-oriented and willing to support colleagues</p>	

	<p>4.5 Ability to handle people and situations with tact and professionalism</p> <p>4.6 Manages time effectively to meet required deadlines</p>	
<p>Other</p>	<p>5.1 Flexibility to work early mornings, days, evenings, weekends, or bank holidays as may be required</p> <p>5.2 Capable of safely performing tasks such as lifting, carrying, using stairs or ladders and working at height</p> <p>5.3 Valid UK Driving Licence</p>	<p>5.4 Ability to communicate in Welsh (or any other language in addition to English)</p>