



Job Title:	Assistant Operations & Events Manager
Level:	Junior Manager
Responsible To:	Operations & Events Manager
Direct Reports:	Duty Managers
Place of Work:	Based at iceSheffield, however, you will be expected to travel between venues as and when required

Purpose

Provide strong operational leadership which drives the ICAN culture, service standards and productivity of venue teams.

Job Summary

Manage the performance of the Duty Management team to ensure successful delivery of operational objectives.

Ensure a safe and quality experience for all users, through service standards, which contributes to the retention of customers and enhancement of the Trusts reputation.

Effectively manage and deliver an events programme in line with the venue objectives.

Responsibilities

- Understand individual and team contribution to overall business objectives.
- Embed the ICAN culture through the venue and challenge behaviour that conflicts with this, whilst always operating to company guidance and policies.
- Demonstrate behaviour which embraces inclusion and diversity, ensuring that access and opportunities are available to all.
- Report on the venues' operational key performance indicators.
- Support the Senior Management team with maximising income and controlling/minimising expenditure and encouraging teams to do the same.
- Contribute to the operational management plans of venues, including service improvement action plan, health and safety action plan and overall business plans.
- Lead and prioritise the supervision of venue day to day shifts for operational staff, maximising productivity to meet the demands of the business.

- Provide necessary support for the effective completion of all venue checklists including Duty Manager, building patrols, equipment, operations training, security & building contents damage.
- Lead on venue operational staffing and provide a flexible approach to day to day working patterns to assist operational staffing.
- Support with event planning including the coordination of set ups and breakdowns, pricing, communication with organisers, liaison with other SCT departments and the production of riders.
- Take the lead role in all building emergency testing and situations, understanding the venue's emergency plans and procedures.
- Support with the preparation and delivery of the venues Health and Safety programme. In addition, provide competent health and safety advice and implement appropriate corrective action where necessary.
- Ensure equipment is maintained in good working order and that all faults are reported/repared or quarantined promptly in line with current company policy and process.
- Administrative functions to assist with month end, banking, and data entry.
- Ensure all quality standards are embedded throughout the venue in line with current Quality Assurance Schemes such as Quest and QLM Leisure safe.

Expected Behaviours & Traits

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.

Sound Operator – Makes sound clear, sometimes multiple decisions in a clam and timely manner

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.