JOB DESCRIPTION

Technical Assistant

**SITE: Odyssey Trust**

**LOCATION: Queen’s Quay, Belfast, BT3 9QQ**

**RESPONSIBLE TO: Technical Manager – Events & Ice**

**TERMS: 173 hours average per month on a rota basis. Flexibility will be required to accommodate our dynamic, event driven environment.**

**DATE: August 2025**

**OVERALL PURPOSE OF THE JOB:**

To support the Technical Supervisor in the supervision of contract staff and their works, ensuring all building and event related requirements are met whilst providing the highest levels of customer service in accordance with Health and Safety regulations.

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. These principles will be developed with all to support outstanding customer service. All colleagues are expected to commit to the core values shown below:

|  |  |  |
| --- | --- | --- |
| **Core Value** | **Our Behaviour** | **What it means for our Customers** |
| **Positivity** | Smile, can do, have fun | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**MAIN DUTIES**

* Ensuring that all event related criteria, and event turnarounds, are carried out and completed within tight deadlines to a high standard, having a hands on approach.
* Responsible for ensuring safe working practices are maintained at all times
* Responsible for ensuring the safe operation and installation of the following equipment:

1. Retractable/demountable seating units
2. Flat Floor Seating
3. Stage Assembly
4. Barrier/handrail systems
5. Ice Floor covering
6. Ice Maintenance
7. Dasher board/Plexi systems
8. Dressing/locker room furniture
9. Curtains and Drapes: For stage and venue decoration.
10. Portable Staging: Modular staging units for flexible setups.
11. Concession Stands: Portable units for food and beverage sales.
12. Signage and Wayfinding: Directional signs and information boards.
13. Crowd Control Barriers: Temporary fencing and stanchions.
14. Cleaning of operational equipment
15. Moving and installing of venue furnishings
16. Provision of minor maintenance tasks e.g. unblocking of toilets, painting touch-ups, etc.
17. Any other relevant role related task /equipment

* As part of the Technical team take responsibility for the installation and subsequent removal of all aspects of the “ice set up” including, but not limited to, the ice dam, Dasher boards, ice cover and ice hockey equipment.
* As part of the Technical team take responsibility for maintaining the ice surface, using relevant equipment and completing necessary checks.
* As part of the Technical team, trained in the use of forklifts and Zamboni machines in compliance with relevant procedures
* Assist the Technical Supervisor in maintenance of the ‘house’ Zamboni machines, and report any concerns.
* Perform the role of Event Technician during events, including responding to technical calls and undertaking the role of Assembly Point Marshall in the event of an emergency.
* Ensure handover checklists and other event related checklists are completed, to include pre and post event checks.
* Carry out planned maintenance schedules/checks as agreed with Technical Manager & Technical Supervisor.
* Assist the Technical Supervisor in overseeing the repair and service of equipment ensuring all paperwork is completed.
* Work with & report to the Site Wide Facilities Team, in relation to Planned Preventative Maintenance.
* Ensure all equipment is stored safely and undamaged and that the store areas are kept tidy.
* Ensure the building is presentable for public and clients and all housekeeping elements within the role are managed.
* Ensure good housekeeping is adhered to Arena storage areas, under retractable units, east end loading areas, dressing rooms, service yard and compactor.
* Supervision of maintenance contractors as required.
* To carry out event related shift work / duties as agreed with the Technical Manager and Technical Supervisor.
* To undertake such other duties, training and/or hours of work as may be reasonably required and consistent with the general level and responsibility of this job.
* Any other duties as requested by your Line Manager or Senior Management

**Health & Safety**

Assist the company in the implementation of all health & safety laws and safe working procedures as outlined in the company’s Health & Safety policy. Ensuring that:

* + Safe working practices are always maintained
  + All contractors & clients are aware of our safe working procedures and provide all relevant safety information regarding their role within the SSE Arena.
  + All safety equipment and Personal Protective Equipment is clean and good working order.
* All tools and other maintenance equipment is stored safely and is free from defects.
* Any defects with safety equipment or potential hazards are reported.
* Forklifts and access equipment safety inspections are carried out.
* An element of this job role will require you to work at height, you must ensure that a safe working practice is always followed.

**Additional Points**

* Due to the nature of the role there will be a requirement to work weekends, evenings and public holidays.
* The role will involve physical labour tasks including manual handling.
* All staff are expected to maintain excellent working relationships with other staff and volunteers and comply with the company’s policies including the Equal Opportunity Policy, Code of Conduct and Safeguarding.
* Management reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or service provided

All OTC staff are expected to:

* Maintain excellent working relationships with other staff and volunteers.
* Ensure the delivery of BEET to all our customers and be committed to the Odyssey ethos and objectives.
* Be committed to and work in accordance with our Safeguarding, Health & Safety, Equality and other established policies and procedures.
* Be flexible undertake such other duties that may be required including occasionally working evenings, weekends and public holidays, if required.

**SELECTION CRITERIA**

## Essential Criteria

* Confident communication skills (written, verbal and interpersonal)
* Ability to think proactively and be calm under pressure
* Good IT skills (including Microsoft Outlook, Word & Excel)
* Creativity and ability to work on own initiative and meet deadlines
* Excellent team player
* Proficient in working in a fast-paced environment
* A pro-active and can-do attitude, even when working under pressure

## Desirable Criteria

* Previous experience of working or volunteering in the Events Industry, or a similar area of work
* Full Drivers Licence
* Forklift Licence
* Experience of working with power tools

***Salary***

**£26,341 per annum**

**Benefits**

The Odyssey Group has a range of benefits which it offers to full and part time staff[[1]](#footnote-1).

* Free car parking.
* 33% Discount in the W5 cafe, including coffee and 10% discount in the W5 shop.
* Complimentary tickets to Belfast Giants and friends and family access to W5.
* Holidays commence at 31 days per year rising to 34 [pro rata for part time staff.]
* Company paid social events.
* Contributory pension scheme, life assurance and paid sickness benefit.
* A comprehensive health cash plan plus Winter Flu Vaccination Scheme.

1. [Some T&Cs and qualifying periods may apply] [↑](#footnote-ref-1)