

ONE REN

POST TITLE:	Operations Assistant	POST ID:	
DEPARTMENT:	Operations & Estates	GRADE:	2
SECTION:	Leisure Venues	LOCATION:	Peripatetic
REPORTING TO:	Facility Duty Manager		
LINE MANAGEMENT OF:			

JOB PURPOSE

To work within Health & Safety legislation, policies and procedures to ensure venues are well presented and set to exceed customer expectations and to ensure the security and integrity of buildings, collections and equipment, while delivering the highest standard of customer service.

KEY DUTIES & RESPONSIBILITIES

1. To set up and prepare all lettable spaces according to customer requirements, including; setting up of seating, tables and staging, audio visual equipment or any other apparatus that may be required as appropriate.
2. To operate mechanical retractable seating and to set up and breakdown modular equipment.
3. To carry out a programme of daily and deep cleaning duties to ensure venues are kept clean and presentable at all times.
4. Key holder responsibilities including carrying out of opening up and locking down procedures across venues, including operation of fire and intruder alarm systems.
5. Operation of general lighting and heating systems and reporting of faults and / or defects.
6. Carry out of minor repairs to fabric and furnishings and reporting maintenance requirements.
7. Carry out basic technical operations such as set up and operation of basic PA systems, digital projectors and screens etc.
8. To ensure the safe operation of equipment including, sports equipment and other equipment by customers and contractors.
9. Accessing computerised booking and other systems to gather information about events and activities to inform daily tasks.

10. Ensure compliance with Data Protection, Equalities and other legislative and departmental policies and procedures.
11. To be familiar with and comply with relevant Health and Safety and other relevant regulations
12. To report all accidents and incidents according to procedure, and to ensure appropriate action is taken .
13. Carry out stewarding, security, portering and delivery duties as required.
14. Promote the health and safety of employees at work and of service users through the implementation of the company's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
15. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.
16. Participate at Team meetings as scheduled in accordance with the remit and status of the post.
17. Ensure that the OneRen's Customer Service Standards are followed in all dealings with those served.
18. Uphold the organisational values of Integrity, Excellence, Creativity and Fairness.
 - Integrity – We value honesty and high ethical standards in how we work within and out with our organisation: we are passionate in our determination to always do the right thing.
 - Creativity – We are innovative and flexible in responding to local needs; in meeting challenges, we are creative thinkers, with a consistent focus on outcomes.
 - Fairness – We focus on inclusion to ensure we deliver for everyone across our community; we are caring and kind to each other and in the way we support the community.
 - Excellence – We will work collaboratively in pursuit of our community's shared goals; in everything we do, we aim to deliver a quality experience and actively champion high standards.
19. Carrying out such other duties as may be required from time to time

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION	None		Qualification
RELEVANT EXPERIENCE	Janitorial or caretaking experience, including room set up and	Janitorial or caretaking experience in a commercial	Application, Interview

	cleaning	environment • Experience of setting up modular seating / staging systems and basic audio / visual set ups	
SPECIAL KNOWLEDGE & SKILLS	• Working knowledge of health and safety regulations and requirements in public buildings	• Knowledge of and training in manual handling and COSH regulations	
PERSONAL FEATURES/ QUALITIES	• Friendly and helpful, comfortable dealing with the public. • A good team player with a flexible approach to working		
MANAGEMENT COMPETENCES			
OTHER	• Able to work flexibly, including evenings and weekends		

Approved by:	Alan Cunningham	Revised:	September 2026
Evaluation Reference:	A3323	Date:	April 2025