

Job Title: Operations Supervisor

The University of Sheffield is a remarkable place to work. Our people are at the heart of everything we do. Their diverse backgrounds, abilities and beliefs make Sheffield a world-class university.

We offer a fantastic range of benefits including a highly competitive annual leave entitlement (with the ability to purchase more), a generous pensions scheme, flexible working opportunities, a commitment to your development and wellbeing, a wide range of retail discounts, and much more. Find out more about our [benefits](#) (opens in a new window) and join us to become part of something special.

Overview

Performance Venues create and deliver a large and varied programme of events across each year supporting our students, academics, and professional services teams, as well as encouraging audiences from the city and the region to a host of cultural and other live events. Reporting to the Deputy Head of Performance Venues, you will play a key role in the delivery of support operations for a wide variety of events across our three principal venues. Offering operational support to both internal and external contacts, you will provide a first-class customer experience and ensure that our venues are incredibly welcoming, ready, and safe for a wide range of users.

Main duties and responsibilities

- To plan and deliver setup and breakdown operations in any of the Performance Venues spaces, including staging, seating, flooring, drapes, and furniture requirements etc, to set deadlines.
- To set up ancillary rooms for meetings, rehearsals, workshops etc, taking information from the event management database and disseminating to others where appropriate.
- To draw additional information from the database and to identify work programme requirements and staff rotas, to order set up/de-rig operations efficiently and safely.
- To supervise and direct the work of three Facilities Assistants (and occasionally other Facilities Assistants drawn from wider campus support teams) to include set ups, de-rigs, the loading and unloading of vehicles and basic cleaning tasks.
- To assist in the loading and unloading of vehicles supporting events in any of the venues.
- Assist the Performance Venues Technicians with the set-up and dismantling of technical equipment such as lighting, sound, AV systems, trussing and suspension equipment.
- To liaise with individuals and teams within the wider Estates and Facilities Management (EFM) who may be involved with the delivery of an event, providing a seamless and integrated service for all users of the facilities.
- To undertake, direct and supervise housekeeping tasks such as sweeping, floor cleaning, spot cleaning, removing rubbish from buildings to external rubbish containers, ensuring that the venues are presented in a clean and tidy condition.
- To receive deliveries either on behalf of the University or in relation to the events being presented in venues and moving the deliveries into the event space or storage location. Ensure deliveries are recorded following the correct procedures.
- To undertake the training of others (to include Facilities Assistants) to carry out tasks detailed above to a training plan, recording attendees, dates, times and the training provided.
- To assist the Deputy Head of Performance Venues in the formulation of risk assessments of operational tasks being undertaken, advising of any actions needed as a result of the risk assessment, in order to mitigate any risks that have been identified.
- To record accidents and near misses, following procedures in line with University policy with training provided.

- To undertake basic maintenance tasks on departmental equipment based in and around venues, as agreed with the Deputy Head of Performance Venues.
- To undertake building inspections at regular intervals, following defined procedures, recording the results, any actions that have been or need to be taken, and any maintenance works that may need to be actioned by others. Report actions where agreed.
- Assist the Deputy Head of Performance Venues in the planning and drawing up of operational standard operating procedures (SOPs) for the work activities undertaken by the Facilities Assistants, and any other teams who may assist them.
- Undertake specific actions in relation to emergency evacuations of venues, to include liaising with internal support teams and external authorities (such as the Police and the Fire Service) where necessary.
- To attend regular meetings to discuss and plan venue operations with the Performance Venues team and, on occasion, external clients, and event organisers.
- To liaise with other EFM teams and/or contractors attending buildings to carry out prearranged or ad-hoc servicing and maintenance tasks, helping to locate works, opening up and locking rooms etc as required.
- To follow prescribed procedures to open venues in the morning and to close down venues at the end of the working day, paying particular attention to the security of equipment and the premises.
- Carry out other duties, commensurate with the grade and remit of the post

Person Specification

Our diverse community of staff and students recognises the unique abilities, backgrounds, and beliefs of all. We foster a culture where everyone feels they belong and are respected. Even if your past experience doesn't match perfectly with this role's criteria, your contribution is valuable, and we encourage you to apply. Please ensure that you reference the application criteria in the application statement when you apply.

Criteria	Essential/Desirable	Assessed at
Experience of supervising and directing the work of others to deliver operational objectives to deadlines.	Essential	Interview / Application
Demonstrable experience of providing effective, quality driven and adaptable customer service.	Essential	Interview / Application
Ability to develop and maintain positive working relationships with stakeholders and colleagues.	Essential	Interview / Application
Excellent planning and organisational skills.	Essential	Interview / Application
Experience in providing training to individuals and teams to conduct manual operational tasks in a safe manner, to agreed standards and/or procedures.	Essential	Interview / Application
Experience of jointly developing risk assessments and an ability to review the suitability of assessments submitted by others.	Essential	Interview / Application
Experience of carrying out operational reviews (either on the job or in writing), to suggest improvements in operations and performance delivery to line management.	Essential	Interview / Application
An ability to translate complex written information into a delivery plan, understanding timescales and the time management required to meet deadlines.	Essential	Interview / Application

Ability to work without supervision or direction from line manager, prioritising work tasks where necessary in order to meet deadlines.	Essential	Interview / Application
Good IT skills, with an ability to use email, to navigate internet pages and the basic use of Google and Microsoft packages.	Essential	Interview / Application
Experience of working in an operational capacity within an events venue and/or theatre.	Desirable	Interview / Application
Experience of using Artifax Event 4 and StaffSavvy	Desirable	Interview / Application

Further Information

Grade	4
Salary	£28,866-£30,514 with potential to progress to £32,891 per annum
Work arrangement	Full-time, 40 hours per week
Line manager	Deputy Head of Performance Venues
Direct reports	Facilities Assistants
Our website	https://performancevenues.group.shef.ac.uk/
For informal enquiries about this job contact Chris Leach, Deputy Head of Performance Venues: on chris.leach@sheffield.ac.uk or on 07784 360035	

Next steps in the recruitment process

It is anticipated that the selection process will take place on 23/03/26. This will consist of an interview and a brief tour of the Octagon (events permitting). We plan to let candidates know if they have progressed to the selection stage on the week commencing 16/03/26. If you need any support, equipment or adjustments to enable you to participate in any element of the recruitment process you can contact fmhub@sheffield.ac.uk

Our vision and strategic plan

We are the University of Sheffield. This is our vision: sheffield.ac.uk/vision (opens in new window).

What we offer

- A minimum of 38 days annual leave including bank holiday and closure days (pro rata) with the ability to purchase more.
- Flexible working opportunities, including hybrid working for some roles.
- Generous pension scheme.
- A wide range of discounts and rewards on shopping, eating out and travel.
- A variety of staff networks, providing opportunities for social interaction, peer support and personal development (for example, Race Equality, LGBT+, Women's and Parent's networks).
- Recognition Awards to reward staff who go above and beyond in their role.
- A commitment to your development access to learning and mentoring schemes; integrated with our Professional Services Shared Skills Framework.
- A range of generous family-friendly policies
 - paid time off for parenting and caring emergencies
 - support for those going through the menopause
 - paid time off and support for fertility treatment
 - and more

More details can be found on our benefits page: sheffield.ac.uk/jobs/benefits (opens in a new window).

We are a Disability Confident Employer. If you have a disability and meet the essential criteria for this job you will be invited to take part in the next stage of the selection process.

Closing Date : 16/03/2026

We are a research university with a global reputation for excellence. Our ideas and expertise change the world for the better, making a real difference to society. We know that when people come together with different views, approaches and insights it can lead to richer, more creative and innovative teaching and research and the highest levels of student experience. Our University Vision (www.sheffield.ac.uk/vision) outlines our commitment to building a diverse community of staff and students that recognises and values the abilities, backgrounds, beliefs and ways of living for everyone.

 Disability Confident Leader