## Position Description

### Position purpose

To provide effective technical services to all users of the stage and function rooms and their associated plant and equipment. To assist in management of all aspects of venue operations and processes to satisfy and meet the needs of venue hirers. To assist the Venue Services and Supervising Technician and Coordinator Cultural Facilities in planning and staging events in all areas of the Boroondara Arts Program, reporting on those events, and maintaining the amenity and safety of the venue, and ensuring safety for those who use or visit the venue.
Reporting relationships

Reports to: Coordinator Cultural Facilities

Internal liaisons: Venue Services and Supervising Technician
Arts and Cultural staff
Arts and Cultural duty manager
Internal clients
Other Council Departments

External: Hirers of the venue
Patrons of the venue
General public
Community groups and individuals
Contractors/service providers

Assessment criteria

Each position will be assessed on the successful accomplishment of objectives set for the following levels:
- Council Plan
- Business Plan
- Performance development and review (PDR)
- Risk management
- Boroondara values statement

Duties and responsibilities

Venue Operations
- Supervise venue technical operations, technical staff and hirers’ performance staff.
- Supervise activities in the backstage, technical operations and dressing rooms areas of the venue.
- Supervise bump-ins and bump-outs for performances and events.
- Contribute to the monitoring of venue functionality, furniture and fittings to ensure safety and security, and carry out minor maintenance as assessed by the Coordinator Cultural Facilities.
- Ensure that all Occupational Health and Safety procedures are adhered to.
- Unlock and lock rooms, spaces and the venue, as required, to maximise building and equipment security. Assist with the security of the venue and
the safety of its occupants by maintaining and adhering to security and building evacuation procedures.

- Ensure effective set-up and pack-up of venue equipment, furniture and staging items according to events’ and hirers’ needs.
- Ensure continuous improvement by delivering pertinent, concise and informative reports relating to performances, events, incidents, accidents, equipment, maintenance and safe working procedures.
- Assist clients with technical expertise, particularly in relation to all productions, including the pre-production period.
- Organise staffing and equipment according to clients’ requirements.
- Supervise and evaluate risk assessment and management associated with all events, in particular with larger scale productions, both in-house and off-site.
- Assist in the development and review of new and current plans, policies and procedures.
- Develop future training modules for community groups in relation to the operation of technical equipment.

Team and Organisational responsibilities

- Prepare reports and presentations to the community and Council as required.
- Work cooperatively and enthusiastically with the Arts and Culture department in support of other planning, programs and service delivery.
- The position is also accountable for monitoring the effectiveness of plans, and for reshaping them if necessary to meet changing market and policy conditions.
- Facilitate event delivery in support of other internal departments or the in-house caterer.

Policy and Planning

- Assist, as required, in the development of policies and strategic plans for the Arts and Culture department.
- Assist in policy development and project development with other business departments, to ensure a coordinated approach to service provision.
- Assist in the preparation of strategic plans for the development, delivery and coordination of cultural facilities and services.
- Monitor trends in community participation, service delivery and policy formation.
- Encourage and promote participation in cultural activities in Boroondara.
Management:
- Evaluate and review services and facilities.
- Develop an effective and efficient communications system for updating Performance events in the relevant software.
- Supervise staff, contractors and volunteers associated with events and programming including the development of staff briefs.
- Manage project staff as required.

Administration:
- Be accountable for the development of the administrative functions of venue program activity.
- Be the first point of contact for technical and general production enquiries.
- Prepare written reports as required.
- Liaise with Council staff, and other community groups to provide an integrated approach to the delivery of arts and cultural services.
- Assist in strategic planning projects as directed.
- Other duties as required that are within the skills, competency and training of the position.

Customer Service
- Deliver excellent service to customers and patrons.
- Respond positively to enquiries and requests.
- Assist hirers in meeting their needs when planning, and during, events and performances.
- Welcome, and conversationally engage with, all hirers of venue when on duty. Identify and resolve challenges and deal with issues in a calm and professional way.

Boroondara Customer First Program

Our vision for the future is to transform the Boroondara customer experience into one that places the customer at the centre of our service and delivers a seamless, convenient and empowering experience for all customers.

This is an organisation wide project requiring commitment from all employees to ensure a successful transition from our current customer service model to a customer-centric model in a digital environment.

Staff will be involved in a range of activities that support transition to the customer centricity model that will include changing the way we work to place
the customer at the centre of everything we do. This may include participation or leading projects for cross functional work teams, within team and organizational wide projects.

**Document management**

Document management is a shared responsibility between staff, managers, corporate information and system administrators. Objective is the corporate document management system.

The Council Service Charter requires a final or interim response to incoming correspondence be provided within 10 working days. If an interim response is provided, it will detail when a full response will be provided.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System Objective that adequately document Council business activities and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.

**OHS and Risk management**

- Implement preventative OHS initiatives and maintain a healthy and safe work environment
- Assist with the implementation of OHS and Risk Management policies, procedures standards, guidelines, instructions and Risk Assessment Control Plans
- Regularly consults with employees, contractors, volunteers and Health & Safety Representatives (HSRs) on OHS matters
- Discuss OHS and Risk Management as a part of daily decision making processes, operations and team meetings
- Conduct and document system reviews and inspections of employees, volunteers and contractors with assistance from the OHS and Risk Management Teams, manager(s), HSRs and/or personnel
- Confirm and/or deliver appropriate training, and instruction is given to personnel allowing them to complete jobs safely and without risks to health
- Take appropriate action to alleviate any hazardous situation, unsafe act or omission that is observed or brought to their attention and provide appropriate feedback
• Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of OHS awareness
• Assist with the implementation of Return to Work Plans

**Accountability and extent of authority**

The Supervising Technician is accountable to the relevant officer for ensuring the safety and security of the venue and the comfort of hirers. This will involve problem solving in regard to all technical services and rehearsal/performance operations on every occasion the incumbent is on duty within existing policies, procedures and consultation with the Venue Services and Supervising Technician and Coordinator Cultural Facilities.

The position is a front line customer service position in the supervision and operational requirements of Arts and Cultural Services and as such will be accountable for:

• Smooth and effective operation of hirers’ events in the venue.
• High quality customer service to all venue users.
• Specialist advice and assistance provided to clients within parameters of venue policies.
• Compliance with all operational procedures and OH&S guidelines.
• Contributing to a multi-skilled and effective work team.
• Security of venue(s) including opening and closing and ensuring appropriate lighting and signage is provided and in place to ensure safety for users. These opening and closing hours can be anytime during a twenty-four hour period, seven days a week.
• Reporting any defects and/or maintenance and repairs that may be required.
• Participating in any training scheduled.
• Participating in continuous improvement initiatives and achievement of all plans, deadlines and targets.
• Supervision and maintenance of venue stock control through regular reporting to the Venue Services and Supervising Technician and Coordinator Cultural Facilities.
• Assisting in the development and implementation of training programs for clients and new staff.
Judgment and decision making

The position requires judgments and decisions to be exercised routinely within the policies and procedures of the venue (as set out in the venue’s Work Instruction Manual). The Supervising Technician will maintain and enforce existing operational guidelines and safety standards. The Supervising Technician is expected to make routine decisions in accordance with performing arts industry best practice, usual Arts and Culture practice, and accepted work schedules, including:

- Evaluation of the needs of all users of the venue and the safety requirements associated with those needs.
- To monitor and maintain standard theatrical work practices in accordance with the requirements of the client.
- The Venue Services and Supervising Technician, Coordinator Cultural Facilities and Manager Arts Facilities Business are usually available for guidance and advice as required for situations outside standard operating procedures.

Specialist skills and knowledge

- Knowledge and/or experience of the technical requirements and operational safety procedures of a performing arts venue.
- Professional experience and a demonstrated ability to provide excellent technical support to groups and individuals using a similar facility.
- To be a proficient and creative lighting board operator and operator knowledge of operating mixing and lighting consoles.
- Demonstrated basic knowledge in the application of Crestron and Tesira
- A current working knowledge of the mechanics and operation of an electronic winch flying system as well as a comprehensive understanding of a counterweight flying system.
- A sound knowledge of emergency procedures, evacuation principles and safety issues.
- The ability to assist in the training of all staff if required, under the guidance of the Venue Services and Supervising Technician and Coordinator Cultural Facilities.
- Numeric skills to calculate safe counterweight/winch flying system loading, electrical usage loads and placement of staging items according to maximum point loading.
- Understanding / working knowledge of OHS practices.
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<th>Management skills</th>
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<td>• Ability to plan, organise, set realistic timelines and priorities in order to achieve the goals and objectives as set out in the annual work plan and subsequently the goals of the Arts and Culture department.</td>
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<td>• The ability to adapt to changes in day to day work requirements.</td>
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<td>• To be able to follow and respond to the Venue Services and Supervising Technician and Coordinator Cultural Facilities requests.</td>
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<td>• The ability to effectively manage casual technical staff and assist them with day to day tasks.</td>
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<td>• An understanding and ability to implement personnel policies and practices including those related to equal opportunity, occupational health and safety, as well as employee training and development.</td>
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<th>Interpersonal skills</th>
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<td>• Ability to communicate effectively across a broad range of community members.</td>
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<td>• Written communication skills to produce reports and staff communications. This may include the development of instruction sheets for staff training.</td>
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<td>• Discretion in dealing with confidential or sensitive information.</td>
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<td>• Cultural awareness and sensitivity to needs of people from a diverse community.</td>
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<td>• Ability to work and communicate effectively as part of a small team, and guide casual technicians in their work and training.</td>
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<td>• To be able to respond positively and constructively to patrons’ requests.</td>
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<td>• To be self–motivated with the energy and ability to be work unsupervised</td>
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<th>Qualifications and experience</th>
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<td>• A venue technical training certificate from an accredited organisation, or equivalent technical experience in a professional venue environment with a relevant OHS qualification.</td>
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<td>• Current Working With Children Certificate.</td>
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<td>• Victorian WorkCover endorsed Dogging Certificate</td>
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<td>• Victorian WorkCover endorsed Riggers Certificate is desirable</td>
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<td>• Completion of training courses relevant to performing arts practice will be an advantage.</td>
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<td>• First Aid Level 2 certificate and Warden training</td>
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**Employment Requirements**

To work with the City of Boroondara you may need to provide a current National Police Records Check and, to support a child safe organisation a current Employee Working with Children Check.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

**Selection criteria**

- Previous practical experience in the application of specialised technical knowledge necessary for staging Venue productions.
- A venue technical training certificate from an accredited organisation, or equivalent technical experience in a professional venue environment.
- Demonstrated ability to complete work assignments on time and with minimal supervision.
- Demonstrated customer service skills and respect for diversity of staff/customer ethnicity, gender, age, abilities and skills.
- Well-developed interpersonal and communication skills and ability to work and achieve in a team environment.
- Good level of physical fitness to perform manual handling tasks required in function/meeting/performance supervision.
- Completion of police check, WWCC and pre-employment medical check.