

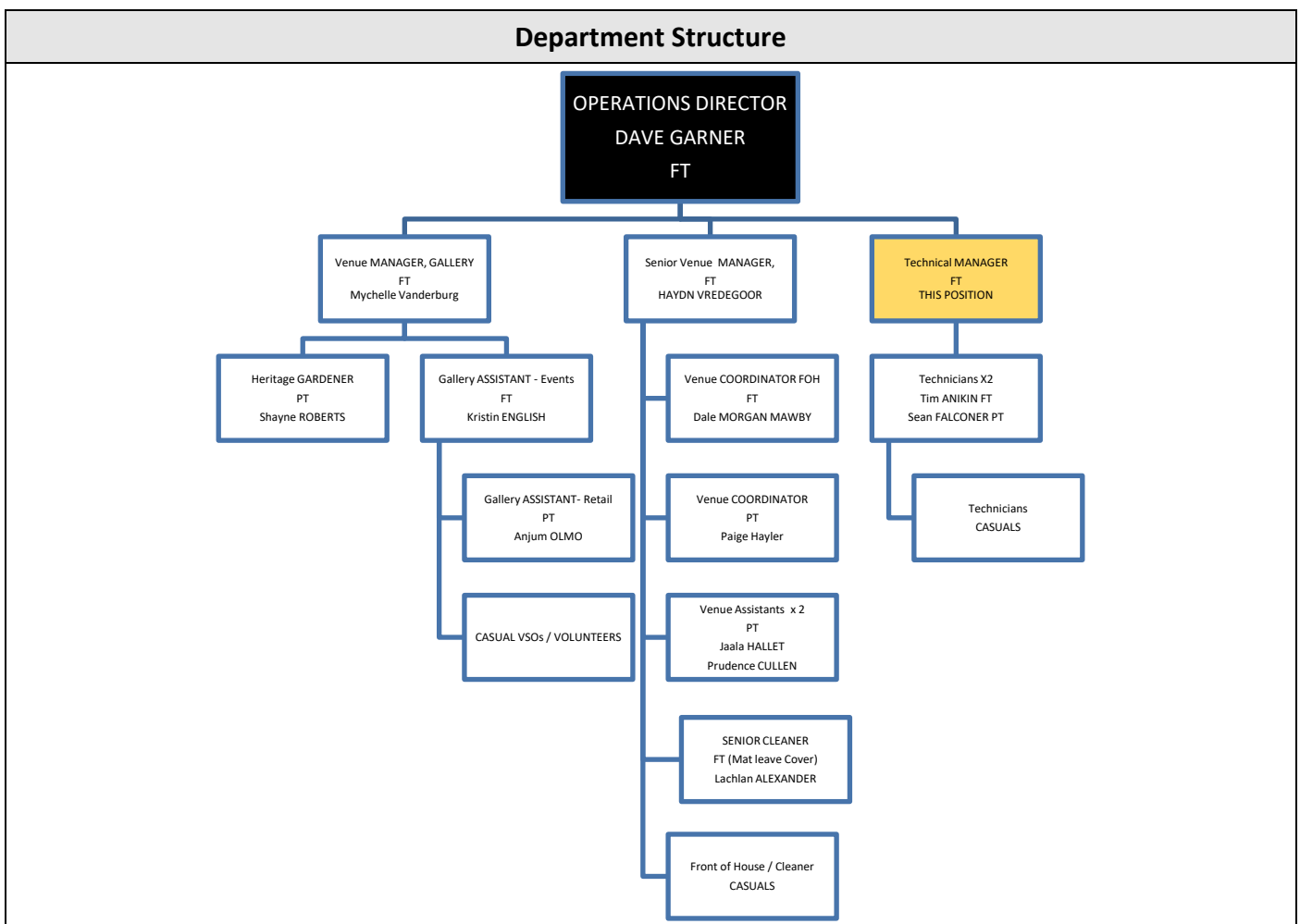
Position Title:	Technical Manager
Award / Level:	LPA / Level 13
Department:	Venue Services (Technical)
Type:	Permanent – Full-Time

Position Purpose

Reporting to the Operations Director, the Technical Manager leads a team of part time and casual technicians to deliver all production and technical services for events at the Joan Sutherland Performing Arts Centre (The Joan) to an excellent standard and high level of client satisfaction. The role may additionally provide technical leadership and support to Penrith Regional Gallery, Home of The Lewers Bequest as required.

Both hands on and strategic, the Technical Manager leads backstage WHS processes ensuring safety for staff, hirers, artists and all backstage visitors; develops production and maintenance schedules and manages delivery of all production and technical elements including staff rostering within set budget limitations.

As the resident senior technician the Technical Manager will perform the duties of lighting and/or sound operator as required and collaborate with the operations Director to ensure the whole facility continues to meet WH&S standards.



Key Result Areas

1. TECHNICAL PRODUCTION

Major Actions

- Initiate and lead production meetings with client representatives (including internal) of all upcoming events to determine technical parameters, including risk assessments
- Manage the technical requirements of events produced and/or delivered at The Joan working collaboratively with all users of the Centre to deliver technical elements to the highest standard
- Plan and schedule technical staff and manage the bump in and out of all productions held at The Joan, including the development and implementation of production schedules
- Provide technical services for all users of The Joan across all hiring, education, creative and entrepreneurial programs
- Maintain contemporary technical expertise and provide recommendations regarding all technical equipment
- Manage and coordinate the operation of all staging elements
- Be the main and direct point of technical contact for all productions

Performance Measures

- Effective Production coordination
- Ongoing excellence in technical delivery and production support services
- Positive and effective client communication
- Clear and accurate schedules
- Successful delivery of events and performances within budget, to deadline and without incident

2. MAINTENANCE AND LOGISTICS

Major Actions

- Ensure the efficient and safe operation of venues, infrastructure and technical equipment
- Develop and implement technical and production schedules for activities across the Centre's venues and programs
- Ensure all technical equipment is well maintained, regularly serviced and in good working order and that replacement equipment and stock control are well managed
- Be an integral member of the emergency warden team with responsibility for notifying Council and Fire Brigade of any show related adjustments to the fire mitigation system
- Develop and implement schedules and procedures for the use, maintenance and storage of all theatre and technical equipment
- Complete reactive jobs for the site in need and where skill set is appropriate
- Develop and implement maintenance schedules for the regular servicing of all Joan tools and technical equipment, including testing and tagging, and ensure the ongoing accuracy of relevant records

Performance Measures

- Well maintained and functioning infrastructure and equipment
- Clear and accurate schedules
- Compliant and current equipment records

Key Result Areas

3. MANAGEMENT

Major Actions

- Manage the technical team, supervise contract, casual and part-time staff in line with budgets and Producer expectations.
- Always ensure safe work practices in line with WHS policies and procedures, and recommend training as necessary
- Prepare work plans and prepare and monitor budgets for all technical and production related services
- Liaise with all Centre users (internal/external) regarding technical and production needs and ensure schedules are current and communicated
- Complete backstage inductions to all touring and hiring parties
- Ensure ongoing relevant training for key staff in aspects of technical equipment and WHS

Performance Measures

- Positive feedback from Centre users
- Excellent safety record
- Staff expenses adequately controlled

NB: All shaded Key Result Areas are compulsory for every Position Description

4. CORPORATE GOVERNANCE AND EFFECTIVE WORK PRACTICES

Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with PP&VA's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with PP&VA policy
- Undertake recordkeeping activities in accordance with PP&VA's Records Management business rules, procedures, policies and any relevant State Records Legislation

Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to
- Council training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with PP&VA's Grievance procedures
- Record keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements
- PP&VA's official information is captured in the Corporate Information Management System - IMS

5. Customer Service**Major Tasks**

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA/ The Joan/ The Gallery

Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

Individuals with staff directly reporting to them**6. Work Health and Safety (WHS)****Major Tasks**

- Attend training as required and ensure completion of training by supervised staff
- Perform work in accordance with WHS policies and procedures
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
- Monitor implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

Performance Measures

- All required training has been completed
- All supervised staff have completed required training
- WHS procedures are identified and complied with
- Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
- Risk control documentation is completed and records kept in accordance with council procedures
- Participation in consultation process is on record
- Record of supervised staff participation in consultation

Qualifications, Experience and Specialist Skills & Knowledge**Essential**

- Extensive experience leading and managing technical teams to successfully deliver performing arts events
- Experience in successful administrative management of technical/production services for events/performances
- Minimum five years professional experience working in theatre production including significant experience operating productions (sound and/or lighting)
- Current Elevated Work Platform licence, first aid certificate, working with children check (WWCC)
- A passion for the arts and theatres.
- An appropriate standard of physical fitness

Desirable

- Current Rigging qualifications
- Knowledge of ETC lighting desk
- Knowledge of digital audio operation
- Confidence in public speaking to small groups
- Basic set construction ability

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Values and Behaviours

• **Leadership**

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals