

Position Description

Position Title:	Drum Theatre Technician
Business Unit:	Drum Theatre
Department:	Community Arts, Culture and Libraries
Directorate:	Community Services
Classification:	Band 3
Date:	March 2021
Reports to:	Senior Technical Operations Officer
Supervises:	Nil
Internal Liaison:	Drum Theatre staff; Council staff
External Liaison:	Drum Theatre customers, suppliers, community and service agencies, other local government authorities

1. Position Objectives

This position is primarily located within Drum Theatre as part of a suite of community facilities provided by Council. The role sits within a multi-purpose environment providing theatre, function, meeting and event services. This role is part of a multi-skilled team which provides support for technical and venue operations in the Drum Theatre and, from time to time, at a range of Council's Community Facilities.

The objective of the position is to:

- Provide excellent technical and customer services for performances, functions and events at Drum Theatre.
- Assist clients to achieve optimum satisfaction levels for their performance and the audience.
- Ensure a safe and clean environment is provided for all Drum Theatre events.
- Assist the Technical Operations Officer with all aspects of technical production at the Drum Theatre.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Excellent customer service

- Deliver excellent customer service for the Drum Theatre in dealing with the client's needs and vision, actively promoting a positive team approach to work.
- Respond to customer inquiries, requests and complaints in the prescribed manner and in accordance with Drum Theatre policy and procedures.
- Work with Drum Theatre staff to support effective relationships with the public on behalf of the Theatre.
- Implement, with the technical team, professional and customer-focussed technical services to all users of the Theatre.

Operations

- Carry out lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork.
- Carry out staging and mechanical tasks including set construction, painting, flying and associated paperwork.
- Carry out operation of theatre equipment including camera and recording equipment for live streaming, digital capture and broadcast.
- Set up and operation of audio systems as specified.
- Provide support to and take direction from Supervising Technician.
- Assist with and carry out maintenance on buildings and equipment providing assistance to external contractors if required.
- Assist with bump-ins and bump-outs at the Theatre ensuring the tasks are completed quickly, efficiently and with due care.
- Assist with the setting up of foyers and other spaces within the Drum Theatre for general activities, as required.

Records administration

- Maintain clear, accurate and detailed records of venue or equipment usage and any other related resources used for all productions and events.

Client Support

- Assist clients to achieve optimum satisfaction levels for their performance and the audience.
- Ensure effective and proactive liaison with hirers to determine and deliver all reasonable requirements.
- Provide support and assistance to hirers to enable them to achieve their required standard of performance.

Occupational health and safety

- Understand and abide by the City of Greater Dandenong OH&S Procedures, including hazard identification and reporting.
- Actively promote best practice in the area of OH&S responsibilities.
- Ensure OH&S principles apply to all areas of operation.
- Ensure all equipment is used within the manufacturer specifications.
- Maintain the safety, cleanliness and security of the building during productions.
- Immediately attend to safety-related maintenance to the building.
- Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst using Council facilities.
- Undertake quarterly checks of the first aid kits and other safety equipment to ensure compliance.
- Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.
- This position is subject to a current Working with Children Check (WWCC) and satisfactory police check prior to offer of employment and commencement and at on-going intervals during employment with the City of Greater Dandenong.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Constructive and respectful contact with the public and other employees, including clear and concise explanations of specific procedures and practices.
- The work is performed within specific guidelines and under general supervision with the outcomes of work are readily observable with sufficient freedom to plan work at least several days in advance.
- Quality and timeliness of their work as well as reporting and attending to hazards according to procedures.
- The freedom to act is limited by standard operating procedures within the Drum Theatre, the content of the position description and the nature of the work assigned to the position from time to time and may be required to supervise and coordinate others.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The nature of the role is usually specialised requiring the use of personal judgement within the range of techniques, processes and systems of a Performing Arts centre.
- The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations.

Independently:

- Organise own work at least several days in advance based on an understanding of specific and set objectives and predetermined priorities.

With Input from the Supervising Technician or Senior Technical Operations Officer:

- Administrative processes and procedures that are based on the principles of continuous improvement.

Recommends and Identifies to the Supervising Technician or Senior Technical Operations Officer:

- Appropriate operational improvements to the Senior Technical Operations Officer.

Guidance:

- Guidance and advice are always available from the Supervising Technician or Senior Technical Operations Officer.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of standard operating procedures and in the operation of theatre plant, equipment and services which requires the exercise of a limited degree of skill.
- Demonstrated skills to carry out technical responsibilities:
 - Lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork;
 - Staging and mechanical tasks including set construction, painting, flying and associated paperwork;
 - Set up and operation of audio systems as specified;
 - Maintenance on buildings and equipment providing assistance to external contractors if required
 - Assisting with bump-ins and bump-outs as well as setting up of foyers and other spaces within the Drum Theatre for general activities, as required, ensuring the tasks are completed promptly, efficiently and with due care.
- An understanding of the of the function of the position within its organisational context, including relevant policies and procedures is required in order to provide support to and take direction from Supervising Technician and to provide employees under supervision with on-the-job training and guidance.

6. Management and Interpersonal skills

The essential position requirements include:

- Ability to manage own time and plan and organise work in accordance with predetermined priorities, so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Assist other employees by providing guidance, advice and training on routine technical, administrative or procedural matters.
- Skills in oral and written communication with clients, other employees and members of the public including for completion of paperwork associated with work undertaken as well as in the resolution of minor problems.
- Complex discussions and complaints are to be referred to the Supervising Technician.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

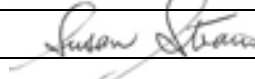
Essential

- Completion of accredited / industry-based training courses. (e.g. Cert III or IV) or demonstrated experience in the technical operation of a live Theatre or Performing Arts centre, including:
 - operational skills in Theatre Lighting, Sound & Staging preferably already with Elevated Work Platform (EWP) licence;
 - ability to work productively with amateur organisations, amateur production and technical personal to develop skills and encourage enthusiasm;
 - capacity to work within small flexible team environments;
- Effective written and oral communication skills and well-developed interpersonal skills and customer focused communication.
- Demonstrated ability to use a variety of MS software and Theatre Lighting and sound equipment and software.
- A current Level 2 Workplace First Aid certificate as well as satisfactory (and ongoing) Working with Children's and Police Checks supplied prior to offer of employment and commencement.

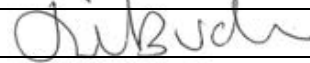
Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Susan Strano	Signature:	
Date:	February 2021		

Manager:

Name:	Tilla Buden	Signature:	
Date:	February 2021		

Director:

Name:	Martin Fidler	Signature:	
Date:	February 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical & Cognitive Requirements of the position**Summary**

Date of last review: November 2013

Authorised by: Tilla Buden, Manager Community Arts, Culture and Libraries

Cognitive Demand	Yes	No
Regular communicating with team/work mates	✓	
Regular communicating with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Definitions

Mobility / Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
Non-Manual Handling	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
Manual Handling	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Mobility / Postures						
Sitting	Operating sound or light panels		✓			
Standing	Operating flyweight system or working in vertical personnel lift		✓			
Walking	Setting up lights, sound, sets			✓		
Crawling		✓				
Non-Manual Handling						
Squatting / crouching	Stacking counterweights			✓		
Kneeling	Unbolting seat rack		✓			
Bending	Reaching awkward lights		✓			
Reaching	Accessing lamps on rack, placing weights into flyweight system, pulling chairs/tables onto trolley			✓		
Twisting/trunk rotation	Pushing trolleys through tight corners		✓			
Fine manipulation /pinch grip	Operating sound and light consoles, undoing seat bolts, attaching lamps		✓			
Power/open hand grip	Lifting weights, chairs, tables, pushing trolleys			✓		
Writing / typing	Completing paperwork		✓			
Climb ladders	Access lights		✓			
Climb or descend downstairs	To access storage area or dress circle		✓			
Low level work	Setting up shot bags, sound system		✓			
Leg / foot controls	Tilting chair and table trolleys		✓			

Physical Requirement	Task Details	Rare	Occasional 4-30 repetitions per day	Frequent 31-150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
Manual Handling – lift, carry, push, pull or hold						
1 - 5kg	Lift down or hold small lamps, lift and carry individual chairs		✓			
5.1 - 10kg	Lift 6kg counterweights, restrain trolley on ramp, pull down on flyweight rope, pushing table trolleys			✓		
10.1 - 15kg	Lift and carry shot bags, lamps, lift 12kg counterweights, pushing/pulling table trolleys around tight corners/doors		✓			
15.1 - 20kg	Lifting rectangular tables, lift, carry and hold large lamps		✓			
over 20kg	Lift large round tables, lift and carry blocks of 3 chairs, lift and carry wedges for sound system, supporting flat surface of mobile platform while setting up		✓			
Lift floor to hip	Counterweights (6 or 12kg), wedges for sound system, 10kg shot bags			✓		
Lift waist to shoulder	Backdrop when positioning on batten		✓			
Lift overhead	Lamps ranging in weight from 3kg to 18kg onto storage rack		✓			
Pushing /pulling	Trolleys of tables and chairs, pallet jacks, grand piano, mobile platforms, flyweight system		✓			

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Act respectfully, responsibly and be accountable for your actions.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.