

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Technical Operations Officer, Potato Shed
POSITION NUMBER:	5349
DIVISION:	City Life
DEPARTMENT:	Community Programs & Venues
CLASSIFICATION:	Band 4
REPORTS TO:	Operations Manager, Potato Shed
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Operations Manager, Potato Shed Venue Manager, Front of House staff, Shift Supervisor, other Potato Shed staff, Arts and Culture Unit staff
EXTERNAL LIAISONS:	Venue patrons, hirers, artists and performers, touring technicians, production companies, tour managers, contractors, suppliers, community groups and members of the public
DATE:	December 2023

POSITION OBJECTIVES

The Potato Shed in Drysdale is a Business Unit of the Department of Arts and Culture, within the division of City, Planning and Economy at the City of Greater Geelong.

The City supports arts and culture in our community in a diversity of ways and the Potato Shed is a busy and vibrant community and commercial arts centre offering performances and events, rehearsal spaces, all-weather event spaces and joint use to Bellarine Secondary College and St Ignatius College.

The Technical Operations Officer is responsible for the delivery of industry standard technical services across the Potato Shed. The role maintains key internal and external relationships to ensure services are professionally delivered, artistic standards are achieved, safety is prioritised, and the venue is welcoming for all users. The role requires compliance with set safe working practices for technical and maintenance operations and ensuring anyone interacting with these operations and equipment are also compliant with set standards.

POSITION RESPONSIBILITIES

1. Provide day-to-day technical and production services (sound/AV, lighting, staging) for the Potato Shed including set up and operation of services for theatre, studio and event spaces, including outdoor events.
2. Participate in production meetings to successfully implement professional planning for each event, advising on schedules, technical specifications, risk assessments and relevant reporting (i.e., incident reporting).
3. Supervise and provide on-the-job training for Technical Officers and other staff as required to provide technical and production services for a range of client events and programs in accordance with established production guidelines and venue procedures.

4. Under the direction of the Operations Manager, ensure tasks are completed to achieve the safe and successful operation of all performances/events
5. Communicate with Operations Manager to ensure all technical equipment is maintained and repaired to guarantee standards of safety and presentation are met in accordance with specified budget guidelines.
6. Conduct inventory checks of equipment and supplies as directed and maintain asset register.
7. Ensure safe and proper use of technical facilities and equipment by users and compliance with specified OHS and Fire regulations
8. Develop and maintain effective working relationships with all internal and external stakeholders to provide consistently excellent customer service that exceeds expectations
9. Understand and comply with CitySafe directives regarding health and safety policies and procedures and to maintain an awareness of industry standards.
10. Effective communication and planning with touring technicians, production companies and tour managers to ensure a high level of service is provided and events operate at a high standard.
11. Identify and deliver technical requirements, including lighting, sound, audio visual and staging for all venue activities, in liaison with internal staff, touring production staff and external hires.
12. Be an active part of the Potato Shed team including attending team meetings and training.
13. Adhere to all Council's policies and procedures relevant to this position
14. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business.

Risk Management and Occupational Health & Safety (OHS) Responsibilities

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position
- Perform work in a safe and appropriate manner
- Ensure behaviour does not discriminate, bully or harass others
- Take responsibility for own safety and that of others
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks
- Prolonged periods of inactivity e.g., sitting at the computer.
- Regular keyboarding associated activities
- Long / short distance travel between sites
- Dealing with difficult clients and situations
- Demanding deadlines.

CHILD SAFE

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

- Preventing child abuse occurring within our services, programs and facilities
- Creating an organisational culture of child safety
- Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe
- Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child
- Ensuring all suspected abuse is reported and fully investigated

KEY SELECTION CRITERIA

Qualifications:

- Appropriate tertiary or other qualifications in technical production, stage management or related fields (desirable)
- Working with Children's Check

Essential:

- Demonstrated technical knowledge and practical skills required to deliver technical services for theatre productions, events and exhibitions across a multi-venue facility
- Collaborative supervisory skills with an outcome driven work style
- Exceptional customer service skills
- Demonstrated organisational skills with the ability to manage numerous tasks simultaneously and meet deadlines
- Ability and willingness to work outside standard office hours, including weekends
- Commitment to maintaining, OHS, risk management, environmental protection and ethical principles

Desirable:

- Strong existing professional networks across live performance and events
- Working Safely at Heights accreditation
- Elevated Work Platform accreditation
- Current Victorian driver's license
- First Aid Level 2

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- All work is undertaken within agreed Potato Shed work checklists, guidelines, policies and procedures. Guidance is available from the Operations Manager.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING

- The position reports to the Operations Manager on all matters which may affect the technical operation of the facility
- Work within specific guidelines, with guidance and advice always available.
- Demonstrated adaptability and attention to detail
- Ability to use own initiative and work under pressure

SPECIALIST SKILLS AND KNOWLEDGE

- Specialist knowledge of stage operations, including stage management and technical expertise in staging, lighting and audio
- Ability to operate staging and audio-visual equipment throughout performances
- Good working knowledge of basic electronics and technical equipment
- High computer literacy
- Knowledge of and commitment to safe working practices at all times
- Demonstrated ability to execute shows with high attention to detail and excellent presentation skills

MANAGEMENT SKILLS

- Ability to effectively manage own time
- Ability to supervise and train other technical staff as required
- Competency in planning for and operating technical plant and equipment and ensuring venue is show ready
- Ability to understand and adhere to related functions of the venue – e.g., ticketing, box office, booking management, technical.

INTERPERSONAL SKILLS

- Highly developed professional communication skills
- Demonstrated high level of customer service to hirers and performers
- Ability to work as part of a team dedicated to excellence in production standards
- Demonstrated capacity to develop effective relationships with staff, tenants, hirers, suppliers, contractors and volunteers
- Ability to gain cooperation from patrons, council employees, staff and suppliers in the operation of the venue.

ADDITIONAL INFORMATION

- This position will involve daytime, evening and weekend work.
- Inherent Physical Requirements: The physical requirements of this position are consistent with those of a medium sized venue. The Potato Shed is a one-storey building and is accessible by wheelchair users. Access to the catwalk and bio box bridge is only via stairs