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POSITION DESCRIPTION

Production Assistant

Position Level	3
Faculty/Division	Division of External Engagement
Position Number	<i>ADMIN ONLY</i>
Original document creation	January 2021

The portfolio of External Engagement has been created following a Taskforce 20/21+ review of opportunities to streamline our operations across both Faculties and Divisions. The new Division covers the following activities, separate to any activities relating to future student recruitment (which is coordinated via the Division of Academic and Student Life):

- Media, news and content
- Corporate marketing and communications
- Web transformation
- Events, venues and hospitality
- Fundraising
- Alumni engagement
- Government, community and diplomatic relations

Position Summary

Hospitality are specialist in delivering meetings and events for internal and external clients across a variety of venues, including UNSW City Centre, John Niland Scientia Building, AGSM Building, Chancellery committee rooms, Clancy Auditorium and Science Theatre. Hospitality coordinate and deliver the venue logistics, audio visual and work closely with the contracted caterers to ensure a consistent quality hospitality experience.

The Production team are responsible for providing superior customer services in selling, booking and delivering Hospitality's audio-visual services to internal and external clients, with a focus on providing solutions to achieve clients desired outcomes.

The Production Assistant is responsible for onsite support and delivery of event production and technical requirements for meetings and events. This Position reports to the Production Manager and has no direct reports. Weekend and after-hours work will be required in this role on a needs basis to deliver onsite events.

Accountabilities

Specific accountabilities for this role include:

- Work with the Production Manager to ensure the deliver a high-quality customer experience within Hospitality and USNW venues
- Operate stage lighting, audio and video system in venues used by Hospitality
- Set up temporary event, theatre and audio-visual systems in support of functions
- Support in the installation and maintenance of event, theatre and AV systems as required
- Support Production team to diagnose equipment and system faults and undertake repairs where possible
- Provide high quality, efficient customer service to all clients including face to face instruction in the used of equipment and systems. This includes sharing time servicing the Duty Tech phone, as required.
- Undertake administrative tasks such as maintaining room information, assets database or receiving and checking equipment deliveries
- Secure AV equipment and lock/alarm venues and facilities where necessary
- Set up / replace furniture as required
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant experience in audio visual technologies or equivalent competency gained through a combination of education, training and experience.
- Experience in the operations, maintenance and installation of theatre and audio-visual systems
- Demonstrated ability to communicate effectivity with a variety of internal and external stakeholders
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.