

POSITION DESCRIPTION

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| Position Title: | Technical Services Supervisor |
| Position Number: | 10978 |
| Directorate: | Community Services |
| Reports to: | Community Operations Coordinator |
| Supervises: | Casual Technicians and Volunteers |
| Department: | Community Programs |
| Agreement: | City of Karratha Enterprise Agreement 2021 |
| Classification: | Level 5 |

1. POSITION OVERVIEW

The Technical Services Supervisor is responsible for the successful operation of the Red Earth Arts Precinct in relation to the technical and staging elements of customer experience and client expectation.

The Technical Services Supervisor is one of the key members of the City's Community Operations Team and will contribute to development of arts and cultural appreciation, participation and capacity throughout the City.

1.1. Position Objectives

To manage all aspects pertaining to the operation and use of the on-stage and back-stage equipment and facilities at the Red Earth Arts Precinct (REAP) including:

- Effective and safe use of all technical aspects of the venue and external performance spaces by REAP staff and client organisations.
- Coordination of all areas of technical staffing including rostering, recruitment and training coordination.
- Correct administration of relevant procedures in line with REAP operation.
- Maintain equipment in a safe and functioning state.
- Oversee financial administration of technical budget.
- Assisting clients to reach the optimum performance and audience satisfaction.

2. DUTIES & RESPONSIBILITIES

2.1. Technical Services

- Liaise with the Community Operations Coordinator regarding technical requirements of the venue.
- Liaise with production personnel of hiring and entrepreneurial organisations, prior to and on their arrival, ensuring a safe and efficient set up, and, effective and efficient running of a production to the hirer's requirements.
- Supervise and assist with bump ins and bump outs of all hiring events, ensuring the tasks are expedited with safety and remain accountable for the theatre's inventory of fixed and portable equipment.
- Supervision of the venue, and alternate between operating its lighting, stage, sound and audio visual equipment, as may be required for rehearsals and performance.
- Assist and instruct clients as may be required for rehearsals and performance use of the venue.
- Assist and instruct casuals and volunteers as may be required for rehearsals and performance use of the venue.

- Attend to immediate and necessary maintenance and adjustments to plant and theatre equipment to ensure the theatre operates effectively as a performing arts venue, is well presented to the public and complies with the relevant statutory requirements.
- Liaise with the Building Maintenance team regarding any maintenance or adjustment required to the building.
- Preparation of rosters for technical staff, and assist with planning of staffing requirements.
- Prepare documentation to assist with the invoicing and reconciling of theatre client's accounts.
- Provide accurate reports on events, staffing levels, consumable stock levels, inventory and other areas as required.
- Provide technical support to the City of Karratha's events where practicable.
- Perform such duties as may be reasonably required by the Community Operations Coordinator.
- Responsibility and accountability for delivery of all technical support and requirements of events, including procurement, and contracting.
- Authority over, and responsibility for the supervision of all personnel (employees of the Precinct or of the client organisation) working with the Precinct's technical equipment or working backstage in the Precinct.
- Remain conversant with the Precinct's condition of use and consequently make judgements as to the safety and cleanliness backstage and directing subordinates or hirer's staff to rectify unsatisfactory situations.
- Determine the safety of equipment or effects at the Precinct and of that brought in by hiring organisations, and decide on the repair or removal of faulty equipment.
- This position has the discretion to remove from the venue any person or persons whom the Technical Services Supervisor believes jeopardises the safety of the theatre, its effects, or its patrons. This decision must be made in conjunction with either the Community Operations Coordinator or the designated Front of House Manager.

2.2. Organisational Expectations

- Actively contribute to and support the wider Community Services team.
- Adhere to Council policy and procedures including Code of Conduct & IT Conditions of Use and other related documents that may be developed and endorsed by Council from time to time.
- Behave and work in a manner which demonstrates the Community Services Department is a customer focussed, professional and reliable service.
- Attend events, meetings and after hours' functions as required.

2.3. Health & Safety

Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1. Authority & Accountability

- Ability to work autonomously within organisation policies and procedures.
- Experience in developing, monitoring and expending budgets in accordance with delegated authority limits and purchasing policy.

3.2. Judgement & Problem Solving

- Ability to respond appropriately showing initiative or seeking further instruction where required.
- Proven decision making and problem solving skills, which accommodates organisational values.
- Sound ability to work under pressure, juggle multiple tasks and prioritise work to meet ongoing deadlines.
- Demonstrated experience in managing multiple event projects simultaneously.
- Excellent time management and organisational skills with the ability to work under pressure.

3.3. Specialist Knowledge & Experience

- Demonstrated experience in:
 - the set up and operation of theatrical lighting and effects.
 - the set up and operation of a range of audio equipment including basic sound recording.
 - the safe operation of a single purchase, counter weighted flying system, including rigging of sets and other required equipment to this system.
 - the set up and operation of audio visual and cinema equipment.
 - stage management and operation as relates to a Performing Arts environment.
 - leading a team in the setup and operation of performances and associated cultural activities.
- Sound computer skills and knowledge of software used in theatrical performance and equipment operation and in an office environment.
- Effective organisational and management skills in areas of financial and resource management.

3.4. Management Skills

- Experience in supervising casual staff and volunteer workforces.
- Experience managing contractual obligations.
- Experience in rostering and supervising of staff and volunteers.

3.5. Interpersonal Skills

- Excellent written and verbal communication skills.
- Ability to communicate with a wide range of stakeholders, groups and community patrons, to develop a positive image of City of Karratha events.

3.6. Qualifications and Experience

- Bachelor degree in a relevant field or 5 years' industry experience (Essential)
- Licence to perform high risk work for Elevated Work Platform (WP) or be prepared to obtain such a licence
- Licence to perform high risk work for Rigging or be prepared to obtain such a licence
- Knowledge and experience in Manual Handling and Working at Heights
- Provide First Aid certificate
- C class Drivers Licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Previous local government experience (desirable)

