

# Supervisor Production and Technical Services

## POSITION DESCRIPTION



<b>Position Number:</b>	1629
<b>Department:</b>	Community Services
<b>Section:</b>	Communities and Culture
<b>Unit:</b>	Major Venues
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	Major Venues Level 5 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
<b>Reports To:</b>	Coordinator Major Venues
<b>Revised:</b>	September 2024

### General Position Statement

This position supports Council's direction by ensuring the delivery of technical and production services in a professional and efficient manner, ensuring the delivery of a customer focused, industry best practice service within the Major Venues & Cultural services unit and across the broader Council when required.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

### Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Day to day supervision of technical and production staff, including volunteers and hirer's personnel to ensure a safe and effective service with the Major Venues and Cultural unit and at other sites as required
- Demonstrate and encourage a strong commitment to align with, and be focused on, developing a high performing team with an emphasis on a results-focussed, positive culture through setting outcomes in accordance with all organisational plans.
- Supervise and plan the delivery of quality technical and production services to venue hirers and clients.
- Supervise and plan the maintenance of technical and stage equipment in line with relevant industry standards.
- Supervise, plan and provide training to technical staff, volunteers and hirer's personnel as required.
- Ensure the preparation of all rostering arrangements for the team is conducted in a timely manner in line with relevant industrial instruments and safe work practices.
- Assist with the development of budget submissions for the Unit by researching, providing advice and recommendations of capital purchases and annual operational expenses relevant to the area.
- Problem solve critical technical issues in multiple venues to ensure events are delivered at a high standard.
- Provide specialised advice and assistance in all areas of production and technical services to internal and external stakeholders.

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- Develop, implement and review policies, procedures and processes, to identify continuous improvement initiatives for the Unit.
- Develop and monitor project plans, coordinate resources and monitor budgets to ensure project milestones are met.
- Manage operational/service related complaints and issues effectively to ensure prompt identification and appropriate action.
- Contribute to the successful integration of technical and production services with venue, building and facilities management.
- Operation of technical and stage equipment as required.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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### Position Requirements

Your suitability for this role will be assessed against the following competencies.

#### Skills/Competencies

- Demonstrated extensive experience in the provision, operation and maintenance of all production, theatre and event technical systems including audio, audio visual, lighting and staging.
- Demonstrated ability to coordinate and monitor work activities of a team, including the ability to provide technical training and mentoring to members of the Unit.
- Previous experience working within a multi-discipline outcome focused technical team with a commitment to multi-skilling.
- Developed time and project management skills.
- High level written and oral communication skills, with the ability to negotiate and work co-operatively with venue hirers, contractors, and other stakeholders to achieve required outcomes.
- Developed conflict resolution skills.
- Demonstrated high level knowledge of work practices and policies relevant to the section.
- Working knowledge of legislation and industry standard guidelines relevant to production and technical services.
- An ability to work productively with non-professional organisations and volunteers.
- Demonstrated ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Artifax and the MS Office Suite.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, Define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

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### Qualifications

- Diploma qualification in Live Productions and Technical Services (or related discipline) and/or demonstrated substantial experience relevant to the position.

### Desirable Qualifications and Experience

- Additional qualifications in an appropriate professional discipline/industry relevant to the position.
- First Aid Certificate.
- Elevated Work Platform ticket.
- Intermediate Riggers ticket.

### Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

### Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership**: *Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. Further Information Appendix A.*

### Work Environment and Physical Demands

- This position is an indoor/outdoor role and will require the employee to carry out physical tasks which may include manual handling of up to 25kg, repetitive bending, kneeling, twisting and/or squatting and working at heights.

### Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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### Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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### Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Manager
<b>Supervisor Signature:</b>	
<b>Date:</b>	
<b>Present Incumbent:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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### Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
<b>Build and Maintain Trust</b>	<b>Engage and Inspire our People</b>	Ensures alignment between work and Council's vision to engage and inspire others.
	<b>Empower our People</b>	Empowers others and builds trust and confidence through coaching.
	<b>Enable Teamwork and Collaboration</b>	Ensures teamwork and collaboration within and across teams.
	<b>Effectively Communicate across the Organisation</b>	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	<b>Build Effective Enduring Relationships</b>	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
<b>Deliver Results</b>	<b>Manage People Performance</b>	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	<b>Develop our People</b>	Identify opportunities to provide development opportunities and coaching to others.
	<b>Demonstrate Ethical and Accountable Decision Making</b>	Develops own and team's organisational, political and cultural awareness.
	<b>Demonstrate Organisational and Situational Awareness</b>	Makes decisions in situations where there is scope for interpretation.
	<b>Maintain a Strategic Focus</b>	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	<b>Plan and Organise Resources</b>	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
<b>Customer / Community Driven</b>	<b>Be Customer and Community Focused</b>	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	<b>Manage customer and stakeholder relationships</b>	Anticipates and adapts to customer and stakeholder needs.
<b>Lead and Enable Change</b>	<b>Lead Change Effectively</b>	Manages the process of change to ensure successful implementation.
	<b>Lead Continuous improvement and Innovation</b>	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
<b>Commit to Personal Growth</b>	<b>Commit to Personal Growth and Learning Agility</b>	Commits to own personal growth and learning agility and shares learnings with others.
	<b>Lead with Emotional Intelligence</b>	Develops emotional intelligence and awareness of impact of actions on others.
	<b>Build and maintain Technical and Operational Competence</b>	Maintains own technical and operational competence and supports others to develop and maintain their competence.