

Senior Production Technician

POSITION DESCRIPTION



Position Number:	2657
Department:	Community Services
Section:	Communities and Culture
Unit:	Major Venues
Position Status:	Permanent Full Time
Classification:	Major Venues Level 4 – Rockhampton Regional Council Certified Agreement 2018 – Internal Employees
Reports To:	Supervisor Production and Technical Services
Revised:	January 2021

General Position Statement

This position supports Council's direction by providing technical support in a professional and efficient manner, ensuring the delivery of a customer focused, industry best practice service to venue hirers and users.

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.

- Provision of quality technical and production services to venue hirers, clients and internal customers within the unit, or more broadly across Council and its areas of service.
- Ensure operation and maintenance of all technical equipment across multiple disciplines is in accordance with the relevant industry standards.
- Oversee and liaise with other Council departments and contractors, in regards to building maintenance, compliance, repairs and renovation projects.
- Provide expert advice to hirers, clients and other departments in relation to technical services across a range of internal and external venues.
- Assist the Supervisor with training, supervision and coordination of lower classified officers, including volunteers and hirer's personnel as required.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator 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

- Thorough knowledge of work practices and policies relevant to the section.
- Demonstrated ability to work productively with not for profit organisations and volunteers.
- Working knowledge of the Council's obligations under relevant legislation.
- Ability to operate as or supervise hirers' production staff when required.
- Ability to work without direct supervision and as a member of a team, to provide technical support for events across multiple Council venues as required.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- 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*.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- 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.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications and Experience

- Certificate III Live Production, Theatre and Events or equivalent industry qualification with minimum 2 years' experience in a similar role and/or demonstrated experience in the operation and maintenance of technical systems specialising in the operation of audio and AV equipment.
- Hold or ability to obtain a Construction Industry Induction (White Card).
- Hold or ability to obtain Elevated Work Platform Operator Licence Yellow Card Scissor Lift (SL) and Mast Lift (ML).
- Hold or ability to obtain Licence to operate a forklift truck.
- Hold or ability to obtain Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the Working with Children (Risk Management and Screening) Act 2000 and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.
- Hold or ability to obtain a High Risk Licence for Dogging, Basic Rigging and Intermediate Rigging

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Desirable Qualifications and Experience

- Previous experience working in a multi-discipline outcome focused technical team with a commitment to multi-skilling.
- Experience in the operation and maintenance of audio visual equipment.
- High Risk Licence to operate a boom-type elevating work platform (boom length 11 metres or more).
- First Aid Certificate.
- Work Safely at Heights Certificate.

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.

Work Environment and Physical Demands

- This position 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, working in confined spaces, and working at heights.

Additional Requirements

- Ability to work in an office and cultural institution environment.
- Ability to work weekends and outside of normal office hours as required.
- 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).
- The work can be intermittently heavy, with periods of prolonged standing, stooping and crouching. The tasks must be performed meticulously and accurately.
- Ability to handle items of varying weight.
- Ability to work with screen based equipment over long periods with prescribed rest breaks.
- Ability to set up public events, media briefings, public relations activities and field inspections.

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.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	