

Position Description

Position Title	Theatre and Function Technician (inc Supervisory)
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City/Cultural and Community Hubs
Team	Technical Productions and Operations
Classification	Band 4
Date	January 2025

Reports to:	Team Leader Technical Productions and Operations
Supervises:	Theatre and Function Technicians
Internal Liaison:	Technical Production and Operations Team, Customer and Venue Business Development team, Venue Experience team; Creative and Engaged City Department, Community Strengthening and other Council Departments
External Liaison:	Customers, suppliers, community and service agencies, cultural and community venue clients and hirers, other local government authorities.

Position Objectives

This position is primarily based at the Drum Theatre, part of a suite of cultural and community venues managed by the Council. The role is situated within a dynamic, multipurpose environment that caters to theatre, function, meeting, and event services. The role plays a crucial role in supporting both technical and venue operations. The role also provides technical services at other Council cultural and community hubs and facilities as reasonably required by Council.

Your primary purpose in this position is to:

- To supervise technical support staff as directed.
- To provide excellent technical and customer services for performances, functions and events at Drum Theatre; and other venues at times.
- Assist clients to achieve optimum satisfaction levels for their performance and the audience.
- To ensure a safe and clean environment is provided for all Drum Theatre events.
- To assist the Technical Production and Operations team with all aspects of technical production at the Drum Theatre.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Demonstrated experience in the technical operation of a live theatre or performing arts centre
- Demonstrated operational skills in Theatre Lighting, Sound & Staging
- Demonstrated ability to supervise support technical staff
- Well-developed interpersonal skills and customer focused communication
- Demonstrated capacity to work within small and flexible team environment
- Demonstrated ability to work productively with amateur organisations, amateur production and technical personal to develop skills and encourage enthusiasm
- Effective written and oral communication skills
- Demonstrated ability to use a variety of MS software and Theatre Lighting and sound equipment and software

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

satisfactory (and ongoing) Working with Children's Check
satisfactory (and ongoing) Police Check
current valid (and ongoing) Victorian Driver's Licence

ongoing First Aid and CPR (specify) including:
Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Excellent Customer Service	Deliver excellent customer service for the centre in dealing with the client's needs and vision. Maintain clear and accurate records of venue use, staff time and resource use for all events, as required. Actively promote a positive team approach to work. Adapt and provide technical support at other Council community facilities and cultural venues as required, maintaining consistent service quality and responsiveness across various settings.
Supervision	Undertake duties of Supervisor when rostered or directed and when undertaking supervisory duties. Ensure all human resource policies and procedures are equally applied to support staff.
Operations	Perform the duties of Theatre Technician for events at the Drum Theatre including: Proactive liaison with hirers to determine and deliver all reasonable requirements. Assist hirers achieve their required standard of performance. Carry out lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork. Carry out staging and mechanical tasks including set construction, painting, flying and associated paperwork. Set up and operation of audio systems as specified. Provide support to and take direction from Supervising Technician Assist with and carry out maintenance on buildings and equipment providing assistance to external contractors if required. Collate Technical requirements for clients and productions for event reconciliations as required or directed. Assist under direction bump-ins and bump-outs at the Theatre ensuring the tasks are completed quickly, efficiently and with due care. Assist with the setting up of foyers and other spaces within the Drum Theatre for general activities, as required. Undertake duties of Supervisor when rostered or directed. This position may require participation in an on-call, stand-by or availability roster where after-hours contact for work-related matters is required and in accordance with operational requirements (which may vary from time to time). It is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.
Records Administration	Maintain clear accurate and detailed records of venue or equipment usage and any other related resources used for all productions and events. Ensure rosters are effectively coordinated and recorded. Up to date and accurate data captured and assembled in usefully formatted into established analytical reports within agreed timeframes.
Client Support	Assist clients to achieve optimum satisfaction levels for their performance and

	<p>the audience</p> <p>Ensure effective and proactive liaison with hirers to determine and deliver all reasonable requirements.</p> <p>Provide support and assistance to hirers to enable them to achieve their required standard of performance.</p>
Occupational Health and Safety	<p>Understand the City of Greater Dandenong OH&S Procedures.</p> <p>Actively promote best practice in the area of OH&S responsibilities.</p> <p>Ensure OH&S principles apply to all areas of operation.</p> <p>Ensure all equipment is used within the manufacturer specifications.</p> <p>Maintain the safety, cleanliness and security of the building during productions;</p> <p>Immediately attend to safety-related maintenance to the building.</p>
Business Unit Responsibilities	<p>Undertake Emergency Management duties as required,</p> <p>At all times, maintain the strictest confidentiality regarding ratepayers, customers and employees,</p> <p>Make an ongoing, positive contribution to the Community Strengthening Directorate.</p> <p>Assisting in Emergency Management activities and taking responsibility for maintaining the highest levels of confidentiality at all times.</p>
Change Management	<p>Meet the challenges of change as it occurs within the organisation</p> <p>To positively embrace and adopt change as it occurs,</p> <p>Possess a 'can do' attitude in order to embrace new tasks and to assist others.</p>
Team Effectiveness	<p>A demonstrated ability to work in a team environment and actively participate as a team member of the Department to ensure a cohesive approach to achieving team and corporate objectives</p> <p>Support each other in a team environment to recognise individual team achievements.</p>
First Aid Activities <i>(If the person is required to have a First Aid Certificate due to the nature of the work)</i>	<p>Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></p>

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<p>Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</p>
Child Safety	<p>Understand obligations and act in an appropriate manner with and around children</p> <p>Promote positive work practices with children</p> <p>Establish boundaries around acceptable and unacceptable behaviour in relation to children</p> <p>Adhere to reporting obligations where there is suspected or discovered child abuse</p>

Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<p>Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</p> <p>Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</p> <p>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</p> <p>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</p> <p>At all times, comply with Council's Code of Conduct - Staff.</p>
Diversity, inclusion and equity	<p>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:</p> <ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

This role may be subject to work related contact outside of normal business hours.

Vision and Hearing Requirements

This position requires a vision test

This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>					
Team based work – <i>works in a team of people and not exposed to isolation</i>					
Communicating with others – Verbally					
Communicating with others - Written					
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>					
Concentrating – <i>high levels of concentration required while completing</i>					

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>required tasks</i>					
Planning and sequencing tasks and activities					
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>					
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>					
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>					
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>					
Short and long-term memory recall – <i>ready access to documented procedures or precedents to perform requirements of the position</i>					
Emotional resilience – <i>exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i> (
Interruptions – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>					

Physical Requirements

This position does not require more than 10-15% manual handling/physical exertion

A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position	Operating sound or light panels				
Standing – standing in an upright position, moving less than 3 steps	Operating flyweight system or working on Elevated Work Platform				
Walking – In an upright position, moving more than 3 steps	Setting up lights, sound, sets				

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Crawling – Move on the hands & knees or by dragging the body close to the ground					
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels	Stacking counterweights				
Kneeling – To lower the body	Unbolting seat rack				
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	Reaching awkward lights				
Reaching – Extending arms out in any direction	Accessing lamps on rack, placing weights into flyweight system, pulling chairs/tables on to trolley				
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet	Pushing trolleys through tight corners				
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	Operating sound and light consoles, undoing seat bolts, attaching lamps				
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	Lifting weights, chairs, tables, pushing trolleys				
Writing/typing	Completing paperwork				
Climb ladders	Access lights				
Climb or descend stairs	Access storage area or dress circle				
Low level work – Performing manual handling actions at or near ground level	Setting up shot bags, sound system				
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	Lift, carry or hold lamps, shot bags, counterweights, chairs, speakers				
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions	Push/pull table trolleys, pallet jacks, grand piano, mobile platforms, flyweight system				
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task	6kg-12kg counterweights for flyweight system				

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Weight requirements – lift, carry, push, pull or hold					
1-5kg	Lift, carry, push, hold				
5.1 – 10kg	Lift 6kg counterweights, restrain trolley on ramp, pull down on flyweight rope, push table trolley				
10.1 – 15kg	Lift and carry shot bags, lamps, lift 12kg counterweights, /pull table trolleys around tight corners.				
15.1 – 20kg	Lifting large tables, set pieces, carry and hold large lamps				
Lift floor to hip	Counterweights (6kg or 12kg), sound system wedges, 10kg shot bags				
Lift waist to shoulder	Backdrop when positioning on batten				
Lift overhead	Lamps 3kg-18kg onto storage rack				
Pushing/pulling	Trolleys of tables and chairs, pallet jacks, grand piano, mobile platforms, flyweight system				

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

The incumbent performs work under general supervision

Require contact with the public or other employees which involves explanations of specific procedures and practices,

May be required to supervise and coordinate others

Accountable for quality and timeliness of their work,

The freedom to act is limited by standard operating procedures within the Drum Theatre or as otherwise directed from time to time within the incumbent's level of skills, knowledge and competencies,

The tasks generally fall within specific guidelines and the position occupant has the scope to exercise discretion in the application of established standards and operating procedures,

The effects of decisions made are limited to theatre technical operations which may have an impact on

those operations.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Prioritise own work based on an understanding of well-defined

- With Input:

- Administrative processes and procedures that are based on the principles of continuous improvement

- Recommends and Identifies:

- Appropriate operational improvements to the Venue Operations Leader

- Guidance:

- Exercise professional judgement in the execution of the role, ensuring all actions sit within Council guidelines:

- Nature of the work usually specialised requiring use of personal judgement

- Tasks performed selected from a range of techniques, processes and systems

- Guidance and advice are available within the time to make a choice

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Work with Drum Theatre staff to support effective relationships with the public on behalf of the Theatre. Implement, with the technical team, professional and customer focused technical services to the hirers of the Theatre (professional and community)

- Work independently to prioritise tasks.

- Managing time and planning one's own work.

- Be proficient in the application of standard operating procedures and in the operation of theatre plant, equipment and services including an understanding of relevant theatre precedents and previous decisions made in consultation with the Venue Operations Leader

- To be able to effectively supervise other technical support staff.

- Possess and or acquire a basic understanding of human resource management practices including the ability to provide on-the-job training.

- Acquire an understanding of the role of the position and the goals and objectives of the Drum Theatre Operations and its relationship with the Community Engagement Department.

Management & Interpersonal skills

The essential position requirements include:

- At all times, behave in a manner consistent with personal and professional workplace standards outlined in Council's Code of Conduct and human resource policies and guidelines (including Human Rights & Equal Opportunity, Prevention of Bullying & Violence in the Workplace, Harassment Free Workplace), To be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery and interactions with work colleagues. Acting respectfully, responsibly and being accountable for actions are fundamental expectations Council has of all employees and managers, Ensure compliance to relevant OH&S regulatory requirements and implement, promote and maintain Council's OH&S and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.

- To have an understanding of and ability to work with diversity within the workplace and community,

- Perform other duties as directed within the limits of acquired skills, knowledge and training.

- Make an ongoing, positive contribution to the Community Strengthening Directorate.

- Manage Council records in accordance with corporate requirements.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
Contributes effectively to team meetings
Demonstrates commitment to team decisions
Demonstrates respect for other team members

Planning & Organising

Thinks from a holistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

Is able to explain the relationship between own work activities and the goals and objectives of the team
Prioritises work based on the needs of the team
Shares relevant information as and when appropriate
Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

Is active in identifying opportunities for ongoing growth and development
Seeks feedback with a view to personal and professional development
Looks for opportunities to grow skills and knowledge
Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

Incorporates key issues impacting the broader environment into the way they undertake their work
Responds flexibly to change
Shows resilience in times of change
Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

Demonstrates a willingness to take informed risks in solving client issues
Ensures tasks are consistently completed to the required standard
Responds promptly and appropriately to requests for service
Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

Is friendly and responsive to clients/customers
Strives to deliver quality client/customer outcomes
Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

Accepts personal responsibility for outcomes within their control
Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
Models Greater Dandenong's ethical and organisational standards
Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

Actively participates in discussions and activities aimed at improving safety, health and wellbeing
Takes responsibility for the personal safety, health and wellbeing of self and immediate others
Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

