

## Position Description

Position Title	Theatre and Function Technician
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City / Cultural and Community Hubs
Team	Technical Productions and Operations
Classification	Band 3
Date	November 2024

Reports to:	Team Leader Technical Productions and Operations
Supervises:	Nil
Internal Liaison:	Technical Productions and Operations Team, Venue Business Development and Customer 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. While the primary focus is on the Drum Theatre, the role also provides technical services at other Council cultural and community hubs and facilities as reasonably required by Council.

- Provide excellent technical and customer services for performances, functions, and events at the Drum Theatre, community and cultural hubs.
- Assist clients in achieving optimal satisfaction with their performances and audience experiences.
- Ensure a safe and clean environment for all events held at community and cultural venues.

### Key Selection Criteria

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

- Completion of accredited or industry-based training courses (Certificate III or Certificate IV) or demonstrated experience in the technical operation of a live theatre or performing arts centre, including:
  - Operational skills in theatre lighting, sound, and staging, preferably with an Elevated Work Platform (EWP) licence.
  - Ability to work productively with amateur organisations and technical personnel to develop skills and foster enthusiasm.
  - Capacity to work effectively within small, flexible team environments.
- Effective written and oral communication skills, with well-developed interpersonal and customer-focused communication abilities.
- Proven ability to deliver technical services in a variety of settings, ensuring adaptability to different environments and requirements.
- Demonstrated proficiency in using various MS software, theatre lighting, and sound equipment.
- Strong commitment to providing exceptional customer service and ensuring client satisfaction across all technical and venue operations.

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:

<b>Excellent Customer Service</b>	<ul style="list-style-type: none"> <li>• Deliver excellent customer service for the Drum Theatre in dealing with the client's needs and vision, actively promoting a positive team approach to work.</li> <li>• Respond to customer inquiries, requests and complaints in the prescribed manner and in accordance with Drum Theatre policy and procedures.</li> <li>• Work with Drum Theatre staff to support effective relationships with the public on behalf of the Theatre.</li> <li>• Implement, with the technical team, professional and customer-focussed technical services to all users of the Theatre.</li> <li>• Adapt and provide technical support at other Council community facilities and cultural venues as reasonably required by Council, maintaining consistent service quality and responsiveness across various settings.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Carry out lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork.</li> <li>• Carry out staging and mechanical tasks including set construction, painting, flying and associated paperwork.</li> <li>• Carry out operation of theatre equipment including camera and recording equipment for live streaming, digital capture and broadcast.</li> <li>• Set up and operation of audio systems as specified.</li> <li>• Provide support to and take direction from Supervising Technician.</li> <li>• Assist with and carry out maintenance on buildings and equipment providing assistance to external contractors if required.</li> <li>• Assist with bump-ins and bump-outs at the Theatre ensuring the tasks are completed quickly, efficiently and with due care.</li> <li>• Assist with the setting up of foyers and other spaces within the Drum Theatre for general activities, as required.</li> <li>• Provide technical support and perform similar duties at other Council community facilities and cultural venues as needed, ensuring consistent service quality across all sites.</li> </ul>
<b>Records Administration</b>	<ul style="list-style-type: none"> <li>• Maintain clear, accurate and detailed records of venue or equipment usage and any other related resources used for all productions and events.</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>• Assist clients to achieve optimum satisfaction levels for their performance and the audience.</li> <li>• Ensure effective and proactive liaison with hirers to determine and deliver all reasonable requirements.</li> <li>• Provide support and assistance to hirers to enable them to achieve their required standard of performance.</li> </ul>
<b>Occupational Health and Safety</b>	<ul style="list-style-type: none"> <li>• Understand and abide by the City of Greater Dandenong OH&amp;S Procedures, including hazard identification and reporting.</li> <li>• Actively promote best practice in the area of OH&amp;S responsibilities.</li> <li>• Ensure OH&amp;S principles apply to all areas of operation.</li> <li>• Ensure all equipment is used within the manufacturer specifications.</li> <li>• Maintain the safety, cleanliness and security of the building during productions.</li> <li>• Immediately attend to safety-related maintenance to the building.</li> <li>• Undertake quarterly checks of the first aid kits and other safety equipment to ensure compliance.</li> </ul>

	<ul style="list-style-type: none"> <li>Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.</li> </ul>
<b>First Aid Activities</b>	<ul style="list-style-type: none"> <li>Undertake the role of First Aid Certified Officer (<b>FACO</b>) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></li> </ul>

## 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:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>Take reasonable care of their own health and safety.</li> <li>Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>Understand obligations and act in an appropriate manner with and around children</li> <li>Promote positive work practices with children</li> <li>Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Support Councils 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.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

### 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%
<b>Working independently</b> – 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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>the position</i>					
<b>Emotional resilience</b> – <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>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 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

### 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:

- Providing technical support, operation of theatre equipment, lighting duties including rigging, focusing, patching, lighting board and spot operation and associated paperwork.
- Providing customer service including respond to customer inquiries, requests and complaints in the prescribed manner and in accordance with Drum Theatre policy and procedures.
- Perform work, and provide assistance with other duties under general supervision with direction from Supervising Technician.  
Contact with the public, and providing client support including to hirers and 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

### Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Nature of the work usually specialised requiring use of personal judgement
- Tasks performed selected from a range of techniques, processes and systems consistent with City of Greater Dandenong OH&S Procedures, hazard identification and reporting.

### Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the operation of more complex equipment or plant, specifically in theatre lighting, sound, and staging, preferably with an Elevated Work Platform (EWP) licence.
- Skills in use of various MS software, theatre lighting, and sound equipment.
- Employees in this Band must be able to provide employees/ hirers under their supervision/ support with on-the-job training and guidance.
- Skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

## Management & Interpersonal skills

The essential position requirements include:

- Some positions in this Band are at the “work face”, others involve first line supervision of employees at the “work face”.
- Ability to provide employees and hirers under their supervision/ support with on-the-job training and guidance.
- Capacity to work effectively within small, flexible team environments.
- Effective written and oral communication skills, with excellent customer service abilities.

## Qualifications and Experience

- Trade Certificate or equivalent.
- Completion of TAFE accredited/industry-based training courses. (Cert III or Cert IV)
- Proven ability to deliver technical services in a variety of similar theatre setting.

## 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			

# Appendix

## 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 wholistic 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.

