

Position Title	Senior Production Officer
Directorate	Community Strengthening
Department	Creative and Engaged City
Team	Cultural and Community Hubs
Classification	Band 5
Date	May 2026
Reports to:	Team Leader Technical Production and Operations
Supervises:	Casual technical staff
Internal Liaison:	Community Strengthening staff, Creative and Engaged City, other Council departments, Councillors.
External Liaison:	Community groups, individuals, government agencies, community agencies, all hirers, artists, suppliers and contractors

Position Objectives

Your primary purpose in this position is to deliver exceptional technical and operational services across cultural, civic, and community venues.

This includes supporting the preparation, installation and maintenance of exhibitions and displays, including visual arts, heritage displays and public art. The role works in hands-on capacity on the Gallery floor and in back of house technical, preparation and collection storage areas, as well as undertaking desk-based administration.

- Collaborate with the Experiences and Partnerships team to deliver high-quality technical operations that enhance the quality of creative, cultural, and community programs and exhibitions across all venues
- Contribute to increased audience engagement, participation, and the overall success of programs by ensuring seamless technical execution and operational efficiency.
- Aid in operational planning and coordination to ensure events and activities run smoothly, contributing to the broader objectives of economic growth and a vibrant creative community.
- Assist in the coordination of building and installation-related requirements, identify and resolve site-specific technical constraints, and provide practical solutions to enable the successful delivery of exhibitions and displays across all venues and public spaces.

Key Selection Criteria

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

- Degree or diploma in Events, Hospitality, visual arts or technical qualifications with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant work experience relevant to delivering client support for exhibitions, functions, productions and events.
- Demonstrated experience working in a gallery, museum, temporary exhibition and / or other art installation environment. Ideally this includes the engagement with works of art in a broad range of mediums.
- Technological knowledge related to venues and events, including:
 - Audio engineering expertise in digital audio routing and patching (e.g., Dante, Soundweb).
 - Lighting design, installation, maintenance, and rigging (with valid Australian rigging certification).
 - Visual installation and design expertise, including video systems, projection, screens, media servers, and integration of visual technologies within live event and exhibition environments.
- Proficiency in IP and baseband video engineering, including IP video mixing, presentation, and routing over network infrastructure.

- Demonstrated experience managing financial tasks, budgets or purchasing, alongside asset renewal processes.
- Proven ability to motivate and supervise staff.
- Technical expertise in IP-based audio/visual systems (e.g., QLab), sound, lighting, and building management systems.
- Proficient in using software (email, internet, MS Word, Excel) and AV systems.
- Strong written and oral communication skills, especially in multicultural contexts.
- Desirable - Advanced Rigging, White/Yellow Card licenses, and Elevated Work Platform accreditation

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 (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☒ current and ongoing First Aid (Level 2)
- ☒ current and ongoing Cardiopulmonary Resuscitation (CPR)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Exhibition Technical Operations and Customer Service Excellence	• Assist the Exhibitions Team to undertake the timely and safe preparation and installation of exhibitions across a range of venues including, Walker Street Gallery, Heritage Hill and future Dandenong New Art. • Assist the Experiences and Partnerships Team, with exhibition support within Local Arts displays such as Harmony Square Windows, Hubs displays and public art locations. • This includes handling works of art in a broad range of mediums, packing and unpacking freight, gallery preparation prior to installation, pack-down following installation, exhibition furniture set up and maintenance, sourcing materials, and basic fabrication. • Provide technical advice and operational support, for the development of the new Dandenong New Art. • Undertake technical set up, maintenance and troubleshooting of exhibitions and collection displays while open to the public, including supporting audio visual and other digital works of art, gallery lighting using Erco and Casambi systems, consumables ordering, and equipment maintenance. • Ensure excellent technical services are delivered to all internal and external clients across all Cultural and Community hubs and venues. • Maintain ongoing communication with stakeholders, clarifying requirements, and addressing any concerns. • Monitor stakeholder feedback, integrating suggestions to improve both technical operations and service. • Assist in managing the budget, including raising purchase orders for exhibition / installations.
General Technical Operations	• Provide technical support to Council staff for AV requirements at events, making necessary arrangements for clients within agreed timeframes. • Assist IT and Media and Communications Department with AV, IT and event support when required. Support the team with AV issues, prior to escalation to outside contractor.
System Improvement	• Recommend continuous improvement and change management strategies for technical productions and operations. • Develop, implement, and maintain up-to-date documentation and procedures for the Technical Production and Operations team to ensure smooth coordination of services, specifically for exhibitions and AV.
Technical Staff Development and	• Support staff, clients / third parties in dealing with technical issues and providing guidance on problem solving, providing valuable feedback in team meetings to

Support	- update staff on technical matters. - Support Team Leader Technical Productions and Operations in development of on-the-job training schedules and evaluation matrices for all exhibition technical equipment and conduct regular audits of team skills mix across performances and events to ensure appropriate standards are maintained. - Identify appropriate training programs and courses for team members with regards to technical elements to enable enhanced performance across all venues. - Ensure that technical exhibition support staff and volunteer are trained to appropriate levels with all necessary equipment brought into the venue, event or production for specific short-term purposes, either by Council staff, Clients or third-party contractors. - Assist Team Leader Productions and Operations in developing, reviewing and updating procedures for operating exhibition equipment, providing hands on training or direction to staff within the team as required.
Maintenance and Asset Management	- Oversee all maintenance and renewal for Creative and Engaged City's exhibition infrastructure and other related equipment to ensure all venues and facilities operate effectively and complying with statutory requirements, including OH&S principles. - Ensure all Technical Production and Operations infrastructure and equipment is well maintained to manufacturer specifications, including ensuring all electrical equipment is tested and tagged in accordance with statutory requirements, work collaboratively with Councils building maintenance department to ensure all maintenance requests are actioned accordingly as required.
Occupational, Health and Safety	- Keep up to date with technical knowledge, safety procedures and documentation, and the maintenance and safe use of all exhibitions plant and equipment. - Conduct regular risk assessments and safety audits to identify and mitigate potential hazards. - Develop and implement safety training programs for staff and volunteers - Develop in conjunction with the Team Leader and staff, exhibition and display risk assessment, Safe Work Method Statements (SWMS) and Safe Operating Procedures (SOP) for all exhibition and production related tasks.
First Aid Activities	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>

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.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and	All employees have responsibilities to:

Safety	- Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - 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. - Participate in health and safety training programs and initiatives.
Child Safety	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
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	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - 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

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster.

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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
		☐	☐	☒	☐

Working independently – 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					
Team based work – works in a team of people and not exposed to isolation		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☒	☒
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☒	☐
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☒	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☒	☐
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☒	☐
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☒	☐
Emotional resilience – 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		☐	☐	☒	☐
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☐	☒

Physical Requirements

- ☒ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment
- ☐ This position requires a vision test

☐ This position requires a hearing

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☒	☐	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
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		☐	☒	☐	☐
Kneeling – To lower the body		☐	☒	☐	☐
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 – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
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		☐	☒	☐	☐
Writing/typing		☐	☐	☒	☐
Climb ladders		☐	☐	☒	☐
Climb or descend stairs		☐	☐	☒	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☐
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		☐	☐	☒	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☐	☐	☒	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☒	☐
5.1 – 10kg		☐	☐	☒	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
10.1 – 15kg		☐	☐	☒	☐
15.1 – 20kg		☐	☐	☒	☐
Lift floor to hip		☐	☐	☒	☐
Lift waist to shoulder		☐	☐	☒	☐
Lift overhead		☐	☒	☐	☐
Pushing/pulling		☐	☐	☒	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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:

- May supervise resources, other employees or groups of employees and/or provide advice to or regulate clients and/or give support to more senior employees.
- In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.
- Where prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by more senior employees.
- In supporting senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Supervisors require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Employees also require an understanding of the role and function of the senior employees to which they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the long term goals of the wider organisation.
- Require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

Management & Interpersonal skills

The essential position requirements include:

- Require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees.
- The position requires an understanding of and an ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Be expected to write reports in their field of expertise and/or to prepare external correspondence.

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.

