

Position Title	Technical Production and Operations Officer
Directorate	Community Strengthening
Department	Creative and Engaged City / Culture and Community Hubs
Team	Technical Production and Operations
Classification	Band 4
Date	June 2026
Reports to:	Team Leader Technical Production 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

The primary purpose of this role is to deliver exceptional technical production and operational support for theatre, function, exhibitions, events and activities across cultural and community hubs.. Your role focuses on ensuring venues are equipped with fully functional, well-maintained AV, sound, and lighting systems, to ensure hirers and clients receive high-quality technical assistance, by delivering exceptional customer service.

Your primary purpose in this position is to:

- Assist in coordinating with hirers to understand their technical requirements
- To supervise technical support staff as directed.
- To provide excellent technical and customer services for performances, functions and events at all cultural and community hubs
- Assist clients to achieve optimum satisfaction levels for their performance and the audience.
- To ensure a safe and clean environment is provided for all events.
- Ensuring all equipment is well maintained, audited and set up and running smoothly for events.

Key Selection Criteria

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

- Post Secondary qualification or equivalent in technical field, or specialist technical qualifications with limited work experience, or lesser formal qualifications with demonstrated relevant work skills in technical service and support for functions or events.
- Demonstrated experience in the technical operation of a live theatre, performing arts centre, community venues, across Theatre Lighting, Sound or Staging.
- Demonstrated ability to support technical staff.
- Proven experience working within a small team environment, contributing to both group and individual work goals. Must be able to work flexibly across a range of hours, including availability for overtime and time-in-lieu (TIL) where required.
- Basic knowledge of Yamaha Audio, Crestron Control Systems, and Osys Audio Processors, exposure to Dante Audio Networking and familiarity with NDI Video Environments.
- Desirable qualifications include, test and tagging, rigging and working at heights.

- Demonstrated ability to deliver exceptional customer service to clients and hirers from a diverse background, addressing their technical and logistical needs with professionalism and courtesy, while resolving minor technical issues
- Experience in providing support and guidance to clients regarding technical requirements, ensuring a smooth and positive experience before, during, and after events.
- Demonstrated ability to use a variety of MS software, as well as Council's booking systems.
- Well-developed written and oral communication skills to effectively communicate with clients, hirers, and team members from diverse backgrounds.

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 (Level 2)
- ongoing Cardiopulmonary Resuscitation (CPR)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Technical Support and Operations	<ul style="list-style-type: none"> • Work with clients, artists, hirers regarding their technical aspects of their bookings, including AV, sound, lighting, and setup requirements, document all technical requirements • Ensure all technical equipment and facilities are available and ready for use. • Provide support services to all clients with AV, sound and lighting guidance, including use of all council equipment including AV, sound, hearing loops (where applicable) • Arrange and set up AV equipment, sound systems, lighting, and furniture as per the requirements of the event, show or function, ensuring technical systems are properly configured, maintained and operational. • Support the setup and breakdown of exhibitions, theatre shows, venue events, and functions, ensuring AV, sound, and lighting systems are handled carefully and stored properly after use. • Where relevant, manage the opening and closing of venues to allow access for events, ensuring that technical equipment is secured, and the venue is locked at the end of the event. • Assist in completing compliance related tasks, such as tag and testing requirements. • Use corporate systems, including booking systems, to process technical aspects of bookings, including AV requirements, setup details, and equipment availability • Assist to deliver AV, sound and lighting technical operations across council events. • Perform technical support duties to assist Council wide AV and technical requirements as per guidance supplied by Team Leader Technical Production and Operations, including carrying out lighting, sound, and audio-visual checks regularly.
Customer Service	<ul style="list-style-type: none"> • Provide courteous, respectful, and engaging customer service experiences for venue hirers, patrons and other stakeholders. • Provide technical support during events, troubleshoot and resolve technical issues, ensuring a seamless experience for hirers and attendees. • Assist in gathering and monitoring customer feedback, helping to identify areas for improvement in technical support and operations. Proactively support improvements to customer service during technical operations.
Venue Operations Maintenance Support	<ul style="list-style-type: none"> • Responsible to undertake checks and audits of the buildings both internally and external to assist in the day-to-day maintenance and presentation of the facilities utilising Council's Snap/Send/Solve and/or Merit as per council processes.

	<ul style="list-style-type: none"> • Support the monitoring and basic upkeep of venue technical infrastructure, ensuring that all technical equipment and facilities comply with safety and operational standards. • Inform Team Leader if any technical equipment or venue-related issues arise, such as damage to AV systems or the facility itself, ensuring immediate attention for repairs or replacements. • Assist in scheduling and coordinating external contractors in collaboration with the Building Maintenance unit. Ensure contractors follow established site protocols and report any issues or delays to supervisors. • Help review and maintain lighting in exhibition spaces, theatres, and other areas, ensuring that it meets the necessary technical requirements and is functioning properly throughout events or exhibitions. • Assist with technical support during building lock-up or security checks. Help maintain records of key access and ensure procedures are followed for equipment security. • Generate and file reports to the Team Leader to ensure damaged or missing items are addressed promptly.
Supervision	<ul style="list-style-type: none"> • 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.
Occupational Health and Safety	<ul style="list-style-type: none"> • Understand and abide by the City of Greater Dandenong OH&S Procedures, including hazard identification and reporting. • Actively promote best practice in the area of OH&S responsibilities. • Ensure OH&S principles apply to all areas of operation. • Ensure all equipment is used within the manufacturer specifications. • Immediately attend to safety-related maintenance to the building. • Undertake quarterly checks of the first aid kits and other safety equipment to ensure compliance. • Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.
First Aid Activities	<ul style="list-style-type: none"> • Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst using Council facilities.

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.

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.

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	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and	All employees have responsibilities to:

Safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <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	<ul style="list-style-type: none"> • 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:

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. (Refer to 'Working out of hours' under position specific responsibilities.)

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

Cognitive Requirements	Task details (typical)	Frequency (% of the working day)			
		Rare/	Occasional	Frequent	Constant

	tasks)	Never	0 – 33%	34 – 66%	>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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – 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"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (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 (please contact the OHS Team for further information).]

- This position requires a vision test
- This position requires a hearing test

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	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
10.1 – 15kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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 freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Some positions in this Band are essentially doing jobs and are often the providers of information to clients and / or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulate clients. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Employees in this Band should have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are well defined but the particular method; process of equipment to be used must be selected from a range of available alternatives. For supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.
- Guidance and advice are always available within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

Management & Interpersonal skills

The essential position requirements include:

- Must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.
- All positions necessitate skills in managing time and planning and organising one's own work.
- 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 employees where applicable.
- Require skills in written communication to enable the preparation of routine correspondence and reports if required.

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.

