

Position Description

Position Title:	Venue Operations Leader
Business Unit:	Drum Theatre
Department:	Community Arts, Culture and Libraries
Directorate:	Community Services
Classification:	Band 6
Date:	February 2022
Reports to:	Coordinator Drum Theatre
Supervises:	Theatre Technicians, Technical Supervisors, Casual staff, Contractors, Clients and visiting Operators, trainees and volunteers
Internal Liaison:	<ul style="list-style-type: none"> All Drum Theatre team members, Community Arts, Culture and Library Services staff Council staff, particularly Building Maintenance, Community Facilities, IT, Asset and Building Compliance.
External Liaison:	<ul style="list-style-type: none"> Producers, community groups and commercial theatre companies. All hirers, educational institutions, and businesses, suppliers, service providers and contractors, other Local government agencies and performing arts venues Arts and entertainment industry associations and peak bodies

1. Position Objectives

The primary objectives of the position are to:

- To lead and deliver excellent events, technical and venue services to all internal and external clients of Drum Theatre within agreed budget and designated time frames to ensure Drum Theatre provides continual improvement in Technical Operations and customer service.
- To provide a well maintained, clean and safe venue, effective operations infrastructure, and equipment for productions (live and digital), functions, events, and arts programs.
- Provide leadership, expertise, development, and supervision to the Technical Operations team members, across all strategic, technical, and operational activities.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Facility Management

- Lead, maintain and oversee a safe, well-equipped cultural facility, including capital and minor equipment, systems, licenses, and procedures:
 - Act as COVID Compliance Coordinator and lead COVID-Safe planning and response.
 - Develop and maintain plans, procedures and registers as required.
 - Maintain and develop the building illumination and opportunities for Drum Theatre recognition.
- Manage the company's technical facilities to ensure an efficient and safe workplace:
 - Oversee all OHS responsibilities for the Technical Operations team and related activities as well as support the Drum Theatre Coordinator in all other relevant OHS requirements across venues, facilities, productions, and events.
 - Maintain and develop as appropriate Health and Safety, Risk Assessment, and Fire Logs.
 - Ensure the company's equipment is properly maintained in good working order, that equipment is regularly tested, and that replacement equipment and stock is ordered as needed.
- Lead and provide support to Drum Theatre and Council staff in the delivery of excellent customer service to all internal and external clients:
 - Ensure excellent Technical services are delivered to all internal and external clients of Drum Theatre.
 - In liaison with the Customer Service Leader, ensure internal and external clients are quoted and invoiced correctly, promptly, and as agreed for all venue or event infrastructure usage, including Technical Operations staff resources, equipment, and services.
 - Monitor and document customer feedback, capture and ensure suggestions are integrated to improve customer service and technical operations.

- Drive continuous improvement and change management strategies in relation to Drum Theatre operations:
 - Identify and develop revenue opportunities and initiatives within strategic plan objectives.
 - Participate as a member of the Leadership Team to develop and implement the Strategic Plan and Business Plan and where relevant, the Marketing Plan for the Theatre.

Technical Support and Operations

- Oversee the planning and delivery of all technical operations including but not limited to sound, AV, lighting, staging, seating, and livestream operations:
 - Maintain accurate technical specifications and plans of spaces, including a technical rider for outside hirers.
 - Liaise with all potential and confirmed outside hirers of these spaces to ensure delivery of their technical requirements in a timely and cost-effective manner, including facilitation of their needs during hire periods on site.
 - Provide support for Drum program initiatives whether live, digital, onsite, or offsite.
- Manage and implement budgets according to the business plan:
 - Prepare Technical budgets and monitor to ensure budgets are not exceeded.
 - Assist the Customer Service Leader in realising the income generation potential of the venue through the coordination of technical elements of events.
- Oversee Technical Operations staffing and contractor requirements to ensure safe operating levels are achieved to meet the internal and external hire requirements across Drum Theatre operations:
 - Roster staff for all events based on specified requirements within budget, established Drum Theatre procedures and guidelines, legislation, regulations and corporate Occupational Health & Safety policies and procedures.
 - Roster and manage cleaning, waste management, fire, safety, and security systems.
 - Effectively manage Traffic Management requirements for access by clients to loading docks and/or building facilities as required, ensuring permits and costs are allocated and understood by all parties and correctly allocated to Drum Theatre and/or clients.

Staff Leadership and Development

- Part of the Drum Leadership team:
 - Work together with Drum Theatre staff and Leadership Team to contribute to the development of a strong '*whole-of-organisation*' ethos through collaborative team initiatives.
 - Work collaboratively with staff to create a positive, future focussed culture. Manage up and advocate on behalf of staff regarding issues, concerns, and needs, and work with relevant staff to have these matters dealt with and completed in a timely manner.
 - Develop policies, practises, processes, standard operating procedures, and training schedules to ensure that all operations, systems, and staff resourcing are reviewed and implemented to achieve the best possible outcomes.
- Lead, manage and develop a cohesive technical and operations team comprising full time, part time and casual staff:
 - Clearly define role expectations of direct reports, monitor performance, provide timely and constructive feedback, and facilitate employee development to benefit Drum Theatre operations.
 - Ensure all Technical Operations team members have up-to-date role statements, annual performance reviews (PDP) along with supporting development work plans within the specified timeframes.
 - Recruit and select Technical Operations staff for Drum Theatre venues and events and assist with the recruitment of other staff where requested.
 - Effectively supervise, coach, mentor and monitor appropriate training levels for the technical operations team, including trainees, other Council staff, volunteers.
 - Schedule and conduct regular Technical Operations team meetings to update staff on specific operational, strategic, and Council matters.
 - Support staff in dealing with difficult or exceptional behaviours and circumstances utilising effective conflict resolution techniques.
- Identify and provide opportunities for training and professional development to enable enhanced performance and achievement of team and individual objectives:
 - Oversee the development of on-the-job training schedules and evaluation matrices for all Technical Operations roles and conduct regular audits of team skills mix across performances and events to ensure appropriate standards are maintained.

- Ensure that Technical Operations staff are trained to appropriate levels with all necessary equipment brought into the venue, event, or production for specific short-term purposes, either by Drum Theatre, Clients, or third-party contractors.
- Develop strong professional relationships and build capacity among the community:
 - Where appropriate, supervise the activities of members of professional companies, community agencies and/or Community groups to achieve excellent customer service outcomes.
 - Nurture professional and sector relationships across Council and within the network of performing arts centres.

Maintenance and Asset Management

- Responsible for building and infrastructure management including maintenance, upgrades, renovations, and capital works:
 - Ensure building maintenance is carried out in a timely manner across the site within budget. Including plumbing, electrical, locksmithing, painting, glazing, waste removal and all IT and communications systems such as internet, radios, and telephones.
 - Annually review management of building and plant services agreements/contracts including essential services, HVAC, waste disposal/recycling, hygiene services, lift and security.
 - Regularly review all contracts and business arrangements with external users and suppliers of Drum Theatre to ensure best value for the Theatre.
 - Identify and prioritise future building/equipment needs, and resources required for effective operation of Drum Theatre, including the preparation, finalisation, and management of all Capital Improvement Program (CIP) bids in liaison with Coordinator Drum Theatre and Council's Asset Management team and processes.
- Responsible for building maintenance and renewal:
 - Oversee all maintenance and renewal for Drum Theatre and technical operations infrastructure and other related equipment to ensure all venues and facilities operate effectively and in a well-presented manner and comply with statutory requirements, including OH&S principles.
 - Ensure all Technical Operations infrastructure and equipment is well maintained to manufacturer specifications, including ensuring all electrical equipment is tested and tagged in accordance with statutory requirements.
 - Oversee general building maintenance. Liaise with and schedule external and Council contractors for Drum Theatre and establish and monitor protocols for supervision of contractors while on site.
 - Maintain records relating to building contractors. Update and distribute contractor/'useful number' phone list to CGD Building Maintenance.
- Responsible for equipment, systems, including communications, safety, and security.
 - Ensure that all technical equipment is maintained and in good working order.
 - Oversee IT systems and hardware in conjunction with an external IT contractor and be responsible for administrator passwords and system access.
 - Formulate and implement building security procedures – including full building lock up issuing/recording allocation of building keys/keypad access, and completion of annual key audit.
 - Maintain 'out of hours' call out list. Respond to 'out of hours' call-outs for security, fire alarms or other building-related issues.
- Maintain overall cleanliness/appearance of Drum Theatre. Develop, monitor, and review cleaning specifications, in conjunction with cleaning contract supervisor, to cover all scenarios.
 - Organise cleaning rosters to ensure services are delivered in a cost-effective manner according to event, production, budget, and venue requirements, adjusting service priorities as required.
- Seek and devise methods to minimise the environmental impact of the business, within business plan and budget.

Workplace safety

- Ensure Drum Theatre meets all Worksafe requirements and is presented as a safe workplace at all times.
- Liaise with the Council OHS department and contractors to ensure all Drum Theatre staff are trained and drilled in emergency procedures and relevant Operations training across a range of event and production scenarios.
- Oversee all OHS responsibilities for the Technical Operations team and related activities as well as support the Coordinator Drum Theatre in all other relevant OHS requirements across venues, facilities, productions, and events.

First Aid Activities

- Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public and staff who may be injured or unwell whilst receiving Council services or while using Council facilities.
- Undertake quarterly checks of the supplied first aid kit to ensure it is compliant.
- Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Overseeing all Technical Operations and activities, including supervising the technical team across all functions, performances, and events at Drum Theatre, whether live or digital, onsite, or offsite.
- In managing resources to deliver a wide range of technical services the freedom to act is governed by designated timeframes, clear goals and objectives and allocated budget with a regular reporting mechanism to the Coordinator Drum Theatre to ensure adherence to business plans. The effect of decisions and actions taken in this regard are usually limited to the quality or cost of the programs and projects being managed.
- Where responsible to provide specialist advice to the Technical Operations team, clients and suppliers regarding Lighting, Sound and Staging and other technical matters, whilst coordinating all aspects of production set up and deconstruction, the freedom to act is subject to regulations and policies and regular supervision. The effect of these decisions and actions taken on individual clients may be significant but it is usually subject to appeal or review by the Coordinator Drum Theatre.
- Provide substantial input into the development of policy, procedures, and operational guidelines for the Technical Operations team, within this area of expertise and management. The work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Coordinator Drum Theatre. The quality of the output can have a significant effect on the process of policy development.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

Independently:

- The nature of work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Within established Drum guidelines and policies, oversee the coordination of the daily operation, Technical operations staffing and resources of theatre presentations, functions, and events.
- The occupant of the position is expected to respond to general queries from clients and patrons and must exercise discretion in relation to enquiries and requests. Direction from The Drum Coordinator will be sought where necessary.
- Decisions made by the occupant have the potential to affect the reputation of The Drum and therefore must be carefully considered, non-judgemental and in keeping with the overall goals of The Drum and the Community Arts, Culture and Library Services Department.

With Input from the Coordinator Drum Theatre:

- Responsibility for developing, implementing, and reviewing procedures relevant to the efficient operations of the facility including theatre presentations, functions, and events.

Recommends and Identifies to the Coordinator Drum Theatre:

- General enhancements to the maintenance, renewals and efficiencies of the facility and equipment.
- Through analysis of complex Technical Operations problems, recommends solutions for action through either forward planning or routine maintenance programs.
- Identifies team or individual staff performance gaps and recommends associated training requirements.
- Recommends adjustments to staff/customer ratios for more efficient operations where appropriate.
- Detailed equipment and staffing budget expenditure, promoting future requirements in order of priority.
- Opportunities for the improvement of operational and administrative procedures.

Guidance:

- Guidance and advice are usually available from the Coordinator Drum Theatre.

5. Specialist Skills and Knowledge

The essential position requirements include:

- This position requires significant proficiency in the application of theoretical, practical, and scientific disciplines related to Performing Arts venues and events, including the underlying principles as distinct from the practices. These disciplines will include but not be limited to; Lighting, Sound, Audio Visual and Staging of productions as well as Set construction and technical operations.
- Adaptability and flexibility to enable the achievement of work demands that will vary from day to day, often at short notice, including support of other team members and inter-team sharing of information in order to support each other and meet client, patron and hirer expectations and service delivery targets.
- Develop quality venue services operational advice and reporting to The Drum Coordinator.
- As queries from clients, patrons and hirers will range from routine to unique, the incumbent must be resourceful and able to work independently to respond to and resolve issues. It is expected that the incumbent will be able to demonstrate an ability to solve routine problems without referral to others, by improving and/or developing methods and techniques generally based on previous experience.
- The position also requires input to the implementation of relevant strategic and business plans and appreciation of how this contributes to the long-term goals of the Drum Theatre and the Community Arts, Culture and Library Services Department and of the relevant policies of both the unit and the wider organisation, including but not limited to the Community Services Directorate and the Council Plan.
- Proficiency in the application of standardised Drum procedures, practices and relevant policies including the underlying principles as distinct from the practices, along with an understanding of relevant precedents and previous decisions associated with the requirements of the position in order to meet key responsibility requirements.
- Through a familiarity with relevant budgeting techniques, provide accurate reporting and records of the facility operations income and expenditure including receipting and reporting.

6. Management and Interpersonal skills

The essential position requirements include:

- In consultation with Coordinator Drum Theatre, manage time, set priorities, plan and organise a personal work-plan and manage the priorities of the Technical Operations team, so as to achieve specific and set objectives of the Drum Theatre in the most efficient way possible within the resources available and within set timelines.
- The position requires an understanding of and an ability to implement personnel practices including Equal Employment Opportunity and Occupational Health and Safety for the Technical Operations department as well as ongoing opportunities for professional development of team members.
- This position requires the ability to gain cooperation and assistance from a wide range of clients, members of the public and other council employees in the administration of defined Technical Operations activities and in the supervision of the broader team.
- This position requires the ability to liaise and work in partnership with a wide variety of external suppliers in order to provide effective and efficient technical services to all Drum Theatre clients.
- This position requires the ability to liaise, communicate and collaborate with counterparts in other Councils, Performing Arts and/or Community organisations to discuss specialist Technical Operations matters/issues and with other employees within other Council business units to resolve intra-organisational problems.
- This position requires the ability to prepare regular and detailed technical, budget, and staffing reports for all productions and events.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

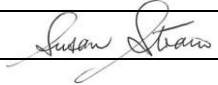
- Substantial relevant Industry experience in the management and operations of a performing arts venue with a background in technical operations and facility management, preferably with Rigger, EWP, and White Card qualifications, in lieu of formal tertiary qualifications with some relevant Industry experience. Relevant Industry skills, knowledge and experience should include:
 - Demonstrated skills and experience independently leading, managing and developing teams as well as working as part of a team in a fast moving, creative and collaborative environment, instilling a high-performance, supportive, and positive culture.

- Demonstrated knowledge of all technical aspects of professional theatre production, including but not limited to planning, advocating, and managing production processes; design and operation of production processes across lighting, audio, staging, fly systems, IT, and communications in a theatre setting.
- Demonstrated experience in effectively managing operational budgets and schedules, including demonstrated capacity to participate in the development of operational budgets and effectively prioritise expenditure within these limits.
- Excellent communication and relationship management skills:
 - Demonstrated sound verbal and written communication skills to convey information in an easily understood manner to all levels of the organisation and stakeholders, along with proven ability to manage difficult situations using conflict resolution techniques.
 - Proven ability to work productively with a wide range of professional and community Performing Arts organisations and Community groups, with demonstrated capacity to assist to achieve their goals, develop their technical understanding and skills, and manage their needs within identified budgets.
- Demonstrated intermediate computer skills, including a sound knowledge of relevant Theatrical software programs and the Microsoft Office suite of products.
- A current (and ongoing) valid Victorian Driver's Licence and Level 2 Workplace First Aid certificate, including use of own car as well as satisfactory (and ongoing) Working with Children's and Police Checks supplied prior to offer of employment and commencement.

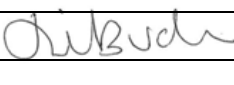
Verification

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


Prepared by:

Name:	Susan Strano	Signature:	
Date:	February 2022		

Manager:

Name:	Tilla Buden	Signature:	
Date:	February 2022		

Director:

Name:	Martin Fidler	Signature:	
Date:	February 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical & Cognitive Requirements of the position

Summary

Date of last review: February 2022

Authorised by: Tilla Buden, Manager Community Arts, Culture and Libraries

Cognitive Demand	Yes	No
Regular communicating with team/work mates	✓	
Regular communicating with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Physical Requirement	Task Details	Rare	Occasional 0-33% of the working day	Frequent 34- 66% of the working day	Constant>66% of the working day	Medical Provider Comment / Opinion
Mobility / Postures						
Sitting	Operating sound or light panels		✓			
Standing	Operating flyweight system or working in vertical personnel lift		✓			
Walking	Setting up lights, sound, sets			✓		
Crawling		✓				
Non-Manual Handling						
Squatting / crouching	Stacking counterweights			✓		
Kneeling	Unbolting seat rack		✓			
Bending	Reaching awkward lights		✓			
Reaching	Accessing lamps on rack, placing weights into flyweight system, pulling chairs/tables onto trolley			✓		
Twisting/trunk rotation	Pushing trolleys through tight corners		✓			
Fine manipulation /pinch grip	Operating sound and light consoles, undoing seat bolts, attaching lamps		✓			
Power/open hand grip	Lifting weights, chairs, tables, pushing trolleys			✓		
Writing / typing	Completing paperwork		✓			
Climb ladders	Access lights		✓			
Climb or descend downstairs	To access storage area or dress circle		✓			
Low level work	Setting up shot bags, sound system		✓			
Leg/foot controls	Tilting chair and table trolleys		✓			

Physical Requirement	Task Details	Rare	Occasional 0-33% of the working day	Frequent 34- 66% of the working day	Constant>66% of the working day	Medical Provider Comment / Opinion
Manual Handling – lift, carry, push, pull or hold						
1 - 5kg	Lift down or hold small lamps, lift and carry individual chairs		✓			
5.1 - 10kg	Lift 6kg counterweights, restrain trolley on ramp, pull down on flyweight rope, pushing table trolleys			✓		
10.1 - 15kg	Lift and carry shot bags, lamps, lift 12kg counterweights, pushing/pulling table trolleys around tight corners/doors		✓			
15.1 - 20kg	Lifting rectangular tables, lift, carry and hold large lamps		✓			
Over 20kg	Lift large round tables, lift and carry blocks of 3 chairs, lift and carry wedges for sound system, supporting flat surface of mobile platform while setting up		✓			
Lift floor to hip	Counterweights (6 or 12kg), wedges for sound system, 10kg shot bags			✓		
Lift waist to shoulder	Backdrop when positioning on batten		✓			
Lift overhead	Lamps ranging in weight from 3kg to 18kg onto storage rack		✓			
Pushing /pulling	Trolleys of tables and chairs, pallet jacks, grand piano, mobile platforms, flyweight system		✓			

Definitions	
Mobility / Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and 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 / truck 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
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

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote, and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge, and training.
- 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.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.