

WHITEHORSE CITY COUNCIL

Position description

Job title: Technical Supervisor	
Classification: Band 4	Effective Date: July 2022
Reports to: Senior Technical Supervisor	Tenure: Permanent Part-Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Technical Supervisor provides exceptional technical service delivery for productions and events at The Round. The position supervises events, responds to client requirements and provides excellent customer to all stakeholders.

Key Responsibilities

Position Specific Responsibilities

Staging/Lighting/Sound

- Carry out lighting duties including rigging, focusing, patching, lighting board and operation.
- Set up and the operation of audio and AV systems as specified.
- Multi-tasking across all technical work areas including lighting, sound, AV and staging software and equipment.

Operational

- Supervise technical operations at council venues, including the mounting of performances and events and the provision of technical support.
- Supervise personnel operating any technical equipment or theatre production related work in the centre.
- Liaise with the client/producer prior to the event to ascertain their technical requirements, providing advice on options available to them. Prepare show reports at the conclusion of events and reconcile data for venue reconciliation.
- Assist Front of House staff with the set up and operation of technical equipment as required for events, productions and functions.
- Work well under pressure and deal with changing hirer needs.
- Resolve problems that may arise, often within a short timeframe.
- Conduct inventory checks of equipment and consumable stock.
- Assist with maintenance of the venue and technical equipment.

Safety & Emergency Management

- To understand and comply with all Whitehorse and The Round policies and procedures regarding emergencies and OH&S.
- Ensure that safe working practices are undertaken by Council staff, external production staff, and all other visitors, with regards to technical and maintenance operations.
- Ensure safe procedures are practiced at all times and account for Council's assets and equipment.
- Supervision of public safety during shifts, acting as Chief Warden, calling an evacuation or an ambulance as required.

- Out of hours work is required for this role to deliver services and events.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility:

- Supervises venue technicians.

Decision Making:

- Responsible for providing high quality technical service to assist with the professional staging of theatre events and programs.
- Ability to problem solve and use discretion in assisting stakeholders meet their requirements.
- Works within Council policies and procedures and The Round guidelines, but on occasion may be required to make a decision 'on the spot'.
- Shows sound judgement in complying with all OH&S policies and procedures.

Key Relationships

- Well-developed communication skills to develop effective relationships with a variety of key stakeholders.
- Develop positive relationships with all clients and customers to ensure a high level of satisfaction is maintained.
- An ability to convey technical information to clients in a non-technical manner as required, in order to ensure their needs are met.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A relevant Technical Theatre certificate or qualification and/or sound technical experience within a professional Performing Arts or Entertainment Venue.
- An understanding of risk management and OH&S legislation and requirements as it applies in providing technical operations within performing arts.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

Competent knowledge of:

- LIGHTING: including use of a computerised control desk, lanterns, patching, rigging and design.
- AUDIO: including microphone use, instrument amplification, amplifiers, speakers, effects equipment and sound mixing.
- STAGING: including counterweight flying system and scenery.
- AUDIO VISUAL: including data projectors and other conference equipment.
- COMPUTERS: proficiency in office software, especially products such as Microsoft Office and suitable events software

Interpersonal

- Well-developed verbal and written communication skills.
- Ability to work effectively independently or in a team, dedicated to excellence in production standards.
- Ability to develop positive relationships with all clients and customers to ensure a high level of satisfaction is maintained.
- Ability to liaise with and develop positive relationships with a range of key stakeholders.
- Ability to use problem solving skills to resolve issues relating to technical operations so as to provide an exceptional customer experience.

Leadership/management:

- Have excellent time management and organisational skills.

Key Selection Criteria

1. A relevant Technical Theatre certificate or qualification and/or relevant technical experience within a professional Performing Arts or Entertainment Venue.
2. Knowledge and skills in areas of audio, lighting, flying and staging, either in the performing arts industry or equivalent transferable skills from another industry.
3. Ability to develop positive relationships with all clients and customers to ensure a high level of satisfaction is maintained.
4. Demonstrated experience in providing flexible, friendly and focussed customer service, with an ability to problem solve and resolve issues relating to technical operations.
5. An understanding of risk management and OH&S legislation and requirements as it applies in providing technical operations within performing arts.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Front of house lighting	Alternate kneeling and squatting for up to 3 hours		
	Front of house bridges	Up to 15-20 repetitions		
	Securing floor electrics	Up to 1 hour of alternative kneeling and squatting		
	Operation of follow spot light	Up to 3 hours of alternate kneeling and squatting		
Hand/Arm Movement Tasks involve use of hand/arms	Lighting Rigging	Intermittent 90% shoulder flexion for up to 4 hours.		
	Building of set - Unloading truck - Construction of set	Up to 3 hours		
	Focusing lights	Up to 2 hours intermittent 90% shoulder flexion		
	Hanging backdrops	30 minutes intermittent 90% should flexion.		
	Mopping/Sweeping	Up to 30 minutes		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Front of house lighting.	Intermittent levelling and level trunk flexion, up to 3 hours.		
	Securing floor electrics	Intermittent bending up to 1 hour		
	- Unloading of truck - Construction of set - Deconstruction of set	Up to 7.5hours of intermittent loaded truck bending		
	Moving theatre equipment e.g. - Piano - Ladders - Road cases	Up to ≤ 8 hours per shift		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Standing Tasks involve standing in an upright position	Construction and deconstruction of sets.	Up to 7.5 hours in standing position.		
	Ladder work / platform work.	Up to 2 hours per shift.		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Focusing lights.	Up to 3 hours		
	Operation of fly lives	Up to 2 hours		
	Operation of follow spot light	Up to 3 hours		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Stair walking and auditorium's slopes, stairs and ladders	Up to 50 times, total of 1 hour duration.		
	Walking and pushing of equipment	Up to 3 hours		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	<ul style="list-style-type: none"> - Unloading of truck - Deconstruction of set - Construction of set 	Intermittently lifting up to 7.5 hours.		
	Pulling bin liners out of wheelie bin and placing in dump waste	15 minute		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Pulling and pushing theatre equipment. E.g. <ul style="list-style-type: none"> - Piano - Staging - Storage boxes 	Up to 1 hour		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Desk – Computer work.	Average of 3 hours duration		
	Lighting/Audio computer work	Average of 3 hours duration		
Satisfactory Vision				

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Standard of vision required equal to that required for driver's licence				

Any other relevant comments:

Assumption: 8 hour shift, Can be up to 10 hours duration.