



WHITEHORSE CITY COUNCIL

Position description

Job title: Technical and Venue Services Team Leader	
Classification: Band 6	Effective Date: January 2025
Reports to: Venue Manager The Round	Tenure: Permanent

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.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Technical and Venue Services Team Leader has responsibility for the provision of outstanding technical and venue services to all internal and external clients of The Round.

The position ensures there is a well maintained and safe venue for artists, employees, patrons, visitors and clients . It will ensure effective operations of venue infrastructure and equipment, including contract management and the responsibility for all venue technical production services.

The position offers superior customer service for all venue clients and stakeholders.

The position provides strong leadership and management of the Technical and Venue Services team to ensure the provision of excellent technical and production requirements.

Key Responsibilities

Position Specific Responsibilities

Leadership & People

- Leads, develops and motivates a team of professional and technical employees designed to provide excellent service provision to the community.
- As a member of the leadership team, this role provides expertise and best practice thinking to continuously improve service delivery for all stakeholders (internal and external).
- This role creates a culturally inclusive environment with accessibility and outreach to community members including CALD, LGBTQIA+ and First Nations communities.
- This role is responsible for responding to, diffusing and resolving complaints that have been escalated to them.
- Work in a high paced and changing environment with a commitment to continuous improvement and innovation.

Production & Technical Requirements

- Manages production and technical facilities including the logistical coordination of performances and events.
- Liaises with hirers, prospective hirers and internal stakeholders to manage their needs and expectations.

- Oversee the proper provision of lighting, sound, stage and audio-visual equipment by assigned employee and contractor technicians.
- Roster, schedule and oversee a team of employees to ensure provision of event needs including set-up/pack-down of equipment and related items for the event.
- Liaise with potential and confirmed external 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.
- Develop and maintain, in conjunction with the team, pro-forma documentation of venue-plans, lay-out plans, lighting plans and any other configurations that may be required.
- Develops and maintains all policies and procedures relating to technical and venue functionality.
- Assist Council in the technical operation of festivals and events.

Asset Management

- Ensure all Business Management Systems and equipment are properly programmed and maintained in good working order, that equipment is regularly tested, and that replacement equipment and stock is ordered, as needed and within budget.
- Oversee the control of stocks of loose furniture, stores, equipment and consumables.
- Maintain registers of assets, building services and cyclical maintenance, and contribute to Council's Assets Management plan
- Ensure the security and appropriate functionality of the Centre's assets and equipment.
- Manages minor capital works projects in a timely and cost-effective manner.

Finance, Business Improvement & Contract Management

- Manage and report on production budgets to ensure efficient and cost-effective strategies are adopted.
- Monitor and document customer feedback to ensure improvements are integrated to continuously improve both customer service and technical operations.
- Ensure continuous improvement strategies are considered and adopted to improve the efficiency of services.
- Manage contract services for The Round, including waste, security and cleaning contracts.

Compliance, Safety & Emergency Management

- Ensure that all procedures within the Venue have current risk assessments completed in line with risk management principles.
- Ensure that all employees and theatre clients understand their responsibilities in risk management and that they adopt risk management strategies into all decision-making processes.
- Determine the suitability of external personnel operating any equipment or assisting events in any way to ensure adherence to relevant OH&S requirements.
- Arrange all necessary maintenance to the building and plant, ensuring that the venue continues to operate effectively and complies with legislative and OH&S requirements.
- Ensure all staff, visiting contractors and production cast and crew adhere to the Centre's Occupational Health and Safety policies and practices.
- Organise and participate in annual evacuation training for venue staff
- Acting as Chief Warden, supervise public safety during shifts, calling an evacuation or emergency services, 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:

- The position is responsible for all technical expenditure required to maintain a state-of-the-art theatre. Significant experience is required in managing and producing a wide range of complex performing arts event budgets, including the future planning and day to day management of technical budgets.

Staff responsibility:

- The position is responsible for the management and leadership of the Technical and Venue Services Team, including three permanent officers and a casual pool of 20+ theatre technicians

Decision Making:

- Decisions made by this incumbent may have a significant impact on Arts programs and on the wider public perception of the organisation
- Provides leadership and management of the Technical and Venue Services team The Round .
- The position has the authority to develop and operate within Council policies and procedures and is governed by clear objectives and budgets.
- Develops and maintains relevant policies and procedures and plays a key role in developing guidelines for the daily operation of Technical and Venue Services.
- Authority to make decisions regarding day-to-day management of the technical and venue teams.
- Decisions of a politically sensitive nature are made in conjunction with The Round Venue Manager.
- Work with the Technical and Venue Services team to identify, develop and implement business improvement methods. Evaluate the effectiveness of improvements and implement using the principles of continuous improvement.
- Problem solving within this role will include the management of complex problems, where solutions are not always known or readily available internally. The incumbent will liaise with leadership and with contacts within the arts network to develop custom solutions to complex problems. Accountable for monitoring and reporting of budgetary items.

Key Relationships

- Accountable for the establishment of positive relationships and effective communication with Council partners, including arts and creative industry organisations, venue hirers, as well as other key stakeholders

- Demonstrated ability to build positive working relationships within the Technical and Venue Services Team and venue team.
- Liaise with counterparts in the industry, particularly the industry network group VAPAC Technical Managers, other organisations and staff, with the ability to discuss and resolve complex issues.
- Establish positive relationships with a broad range of stakeholders, including actual and potential hirers of the venue for productions, ensuring excellent management of their needs and expectations.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Degree or diploma in a related field plus significant experience in the provision of technical and venue services within a performing arts environment or lesser formal qualifications and extensive relevant experience in managing a venue and coordinating the technical services.
- Demonstrated ability to think independently and problem solve within tight timeframes.
- Ability to travel to sites within the municipality.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Well-developed skills in MS Office.
- Demonstrated advanced knowledge of, and practical experience using technical theatre equipment and procedures including, lighting, sound, AV, staging, including installation and de-installation.

Interpersonal

- Excellent written communication skills to produce various written communications as required.
- Excellent verbal communication skills to communicate effectively with a wide range of key stakeholders.

Leadership/management:

- Demonstrated strong leadership and management skills to effectively develop, lead and motivate a cohesive team.
- Ability and significant experience in creating employee rosters to adequately resource the centre within budget and ensuring an even distribution of workloads.
- Ensure employees are adequately trained in their job responsibilities and work with People & Culture to develop and provide development opportunities.

- Positive, self-starter with strengths in being able to set priorities for self and the team to meet challenging targets and forward planning.

Key Selection Criteria

1. Degree or diploma in a related field plus significant experience in the provision of technical and venue services within a performing arts environment or lesser formal qualifications and extensive relevant experience as a leader in a venue and coordinating the technical services.
2. Demonstrated significant strengths and experience in leadership and management skills to effectively manage a team of technical and customer service professionals.
3. Excellent verbal, written, and analytical skills, to manage a range of key stakeholders and contractors.
4. Demonstrated ability to act independently and problem solve within tight timeframes with a strong commitment to OH&S
5. High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviors within a high-pressure environment

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.		Performed sometimes		
Hand/Arm Movement Tasks involve use of hand/arms				
	-	Performed frequently		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed sometimes		
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Standing		Performed sometimes		

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
Tasks involve standing in an upright position				
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed sometimes		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed often		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	-	Performed sometimes		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Pulling and pushing theatre equipment. E.g. - Piano - Staging - Storage boxes	Performed sometimes		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Desk – Computer work.	Performed often		
	Lighting/Audio computer work	Performed sometimes		
Satisfactory Vision		Required		

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