



**GOLD COAST
ARTS CENTRE**

POSITION DESCRIPTION

POSITION DETAILS

<i>Position Title</i>	Technical Supervisor
<i>Department</i>	Venue Operations Department
<i>Contract Term</i>	Permanent full time
<i>Reports to</i>	Venue Operations Manager
<i>Direct Reports</i>	Venue Support Technicians, contract crew, casual staff
<i>Significant Working Relationships</i>	Touring Arts Companies, Commercial Promoters, Community Groups, Corporate Hirers, Council maintenance staff, visiting performing companies
<i>Decision Making/ Purchasing Authority</i>	Purchasing within delegated limits of authority.
<i>Special Conditions</i>	Some out of hours work will be required. Regular attendance at performances and other events. Crewing and operator work as required.

ORGANISATIONAL OVERVIEW

Gold Coast Arts Centre is a multipurpose performing arts facility owned by Gold Coast City Council that provides numerous entertainment, cultural, business, meetings, events, recreation and broader commercial activities and opportunities for the local community and visitors to the Gold Coast.

Gold Coast Arts Centre is managed by Gold Coast Arts Centre Pty Ltd an independent company created by Council that seeks to maximise utilisation of Centre facilities at competitive commercial rates while recognising specified community obligations and encouraging increased and wider participation in cultural, conferencing and entertainment events.

DEPARTMENTAL OVERVIEW

Technical Services Department is charged with the responsibility for;

- Ensuring that all technical facilities, resources and requirements within GCAC meet client and company expectations whilst adhering to all relevant standards, codes, legislation, policies and procedures, with particular emphasis on WH&S compliance.
- Managing and developing Maintenance Service operations, facilities & equipment for all areas of the Centre and its operations.
- Providing excellence in leadership and staff supervision, mentoring and training for permanent and casual technical staff ensuring that all staffing requirement and rosters are completed.

Development and renewal of the Company's theatre, workshop and spaces and the Company's technical equipment and other resources.

POSITION OBJECTIVES

- Effective management of the day to day operations of the Technical Services Department.
- Build, maintain and support key operational procedures and standards as they relate to the customer experience and department.
- In addition to staff management, responsibilities include problem solving, reporting and analysis, management of the communications system, sales channels and other avenues of customer contact.

KEY RESPONSIBILITIES / ACCOUNTABILITIES

Ensure the efficient delivery of all Client based productions and stage requirements.

- Planning, scheduling, set-up, meetings, staffing, open and courteous relationship with clients and staff.
- Efficient handling of internal and external enquiries relating to events.
- Setting and monitoring budgets.
- Production coordination.
- Arrange, cost and coordinate productions and events to a professional standard.

Departmental Management.

- Oversee all Technical operations and staff during performances;
- Asset management, HRM, rostering, training, monitoring / supervision, compliance with WHS Act & codes, standards and all applicable legislation.
- Record keeping, inspections, conflict resolution, development, frequent and timely reporting.
- All other duties as necessary to ensure effective and dependable operations in line with the wishes of the Venue Operations Manager.

Workplace Health & Safety

- Ensure compliance, records, training, inspections, monitor and review, hazard reporting, risk management, write policies and procedures as needed.
- Work with the WHSO to achieve a high level of safety for the Technical Service Department and the building.

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

WORKPLACE HEALTH & SAFETY

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with Gold Coast Arts Centre's Work Place Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. This obligations will be meet by:
 - Adhering to WH&S obligations and adopt sound work practices;
 - Following all safe working procedures and practices designed for the work;
 - Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work related condition or practice;
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
 - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

SELECTION CRITERIA

1. Demonstrated practical experience in a similar leadership technical position(s) for at least 3 years;
2. Ability to operate the following to a high level of competency and rest adequately, lighting, sound, conference A/V and staging equipment, including single purchase fly systems;
3. Knowledge of Workplace Health & Safety and EEO Issues, Duties & Responsibilities as applicable to this position;
4. Excellent supervisory, mentoring, rostering and training skills;
5. Proven skills in budget management;

QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

1. Current Drivers Licence
2. Training in general computerised office software, particularly in Microsoft Office XP Professional suite;
3. Achievement of HSC accompanied by a minimum of a relevant TAFE diploma level accreditation;
4. Training in computerised lighting and sound operation;
5. Electrical license;
6. Riggers License;
7. First Aid certificate;
8. Customer Service Training, through Service Edge Aussie Host, or similar scheme;

Note Copies of the above listed Qualifications/ Licences / Certificates are required as evidence on appointment.

9. Minimum senior secondary schooling, coupled with certification in live theatre discipline.

Note Copies of the above listed Qualifications/ Licences / Certificates are required as evidence on appointment.

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

Mr Chris Dbais

Venue Operations Manager – Gold Coast Arts Centre,

P: (07) 5581 6512

E: dbais@gcac.com.au

Attachment 1:

Statement of Duties: Technical Supervisor

- Coordinate the operation of Lighting, Audio, Mechanical (including the workshop)
- Coordinate scheduling of non IHP events
- Ensure all technical staff deliver quality, professional customer service to all clients and visitors
- Coordinate off-premise events and special productions
- Monitor compliance of EBA
- Analyse and correctly interpret production requirements and adjust and/or supplement production requirements through negotiation and/or hire as required
- Conduct technical requirements meetings with Clients & follow up as necessary to ensure requirements are met in a timely and professional manner
- Ensure all clients/performers and workers have received appropriate induction to GCAC prior to work/event commencement
- Allocate sufficient resources and time to meet the objectives of the production
- Communicate effectively in a timely manner
- Provide and explain relevant information to potential clients
- Interpret, adhere to and process contracts and contractual agreements
- Provide and explain cost estimates to clients
- Create and update detailed drawings of production stage plans
- Develop and maintain an appropriate and clear recording system for all information relating to the production schedule and requirements that can be accessed by others
- Communicate updates and changes clearly and effectively to all relevant personnel
- Any other duties as required to ensure the operation of the technical services area
- Maintain a friendly, productive and team-based work environment
- Maintain adequate pool of competent casual staff
- Monitor actual v budget expenditure
- General office administration
- Coordinate regular recorded meetings with the technical sections
- Attend meetings as required
- Prepare and monitor and review productions and events schedule
- Oversee and contribute to the activities of Arts Centre Staging (ACS)
- Oversee work experience and traineeship program
- Delegating, advising and monitoring department staff and all workers within department
- Implementing HR policies and procedures in conjunction with the Venue Operations Manager
- Prepare and submit department budget
- Future planning and future proofing recommendations and implementation
- Energy management
- Administer, monitor expenditure
- Keep up to date, accurate records
- Conduct regular departmental inspections
- Manage all technical services infrastructure and equipment to ensure maintenance and compliance
- Create, implement, monitor and modify departmental procedures
- Review performance against budget and report to Manager
- Other duties as instructed by the Venue Operations Manager or General Manager
- Provide support to the Venue Operations Manager
- Monitor and advise lighting, audio and mechanical departments expenditure, resources & efficiencies for In-House-Productions
- Comply with relevant codes, standards and legislation