Position Description

Technical Assistant (Casual)

WORKING AT THEATRE NORTH

At Theatre North, roles operate within a collaborative and evolving environment. Employees are expected to contribute flexibly to organisational priorities and undertake reasonable duties aligned to their role, skills and capability.

Casual employees are engaged on an as-needed basis to support Theatre North's productions, events and venue operations. Hours of work will vary according to operational requirements and business needs.

OBJECTIVE

The Technical Assistant supports the safe, efficient and professional delivery of technical services across Theatre North's performances, events and venue operations.

Working under the direction of the Technical Manager or designated supervisor, the role assists with the delivery of productions, commercial events, community activities and venue hires through the operation of technical equipment, venue preparation and production support.

The Technical Assistant contributes to creating exceptional experiences for artists, hirers, audiences and the community through professionalism, teamwork and a commitment to safe work practices.

SCOPE

- Reports to: Technical Manager or delegated supervisor
- Works closely with: Technical team, Venue Assistants, Front of House team, Administration team, artists, hirers and venue users
- Employment type: Casual
- Salary: $36.11 per hour
- Location: Launceston

The role is rostered according to operational requirements and may include weekday, evening, weekend and public holiday shifts. As part of Theatre North's technical team, the position supports the delivery of performances, commercial events, community activities and venue hires through professional technical services, safe work practices and effective collaboration with colleagues, artists, hirers and venue users.

KEY RESPONSIBILITIES

1. Technical Operations

- Assist with the delivery of productions, performances, commercial events and venue hires.
- Operate lighting, audio, staging, audiovisual and other technical equipment within the scope of training and competency.
- Assist with rehearsals, performances, bump-ins, bump-outs and venue changeovers.
- Prepare technical equipment and performance spaces in accordance with event requirements.
- Restore venues and technical equipment to operational readiness following events.

2. Production Support

- Assist artists, touring companies and hirers during rehearsals and performances as directed.
- Support the safe installation and operation of production equipment.
- Assist with stage management, backstage operations and production activities where required.
- Contribute to efficient event delivery through effective teamwork and communication.

3. Safety & Equipment

- Follow Theatre North's Workplace Health & Safety policies, procedures and safe work practices.
- Use technical equipment safely and report faults, hazards or maintenance requirements promptly.
- Participate in toolbox meetings, safety briefings and operational inductions.
- Assist in maintaining technical equipment, workspaces and storage areas in a clean and serviceable condition.

4. Teamwork & Customer Service

- Work collaboratively with colleagues across all departments.
- Demonstrate professional, respectful and courteous behaviour when interacting with artists, hirers, contractors and staff.
- Follow instructions provided by supervisors and communicate effectively regarding operational requirements.
- Contribute positively to Theatre North's culture and commitment to exceptional customer service.

KEY PERFORMANCE INDICATORS (KPIs)

- Technical duties are completed safely, accurately and within allocated timeframes.
- Productions, performances and events are supported professionally and efficiently.
- Technical equipment is operated, maintained and stored appropriately.
- Safe work practices and Theatre North policies are consistently followed.
- Positive teamwork, communication and professionalism are demonstrated.
- Equipment faults, hazards and operational issues are identified and reported promptly.
- Artists, hirers and colleagues receive professional and responsive support.

SELECTION CRITERIA

Essential

- Demonstrated experience or interest in technical production, live events, theatre or entertainment.
- Ability to operate or learn technical equipment including lighting, audio, staging and audiovisual systems.
- Demonstrated commitment to Workplace Health & Safety.
- Ability to follow directions and work effectively within a team.
- Strong communication and interpersonal skills.
- Ability to work flexible hours, including evenings and weekends.
- Physical capacity to undertake manual handling and production activities safely.
- Current Working with Vulnerable People registration

Desirable

- Experience in live theatre, concerts, festivals or event production.
- Working at Heights, Elevated Work Platform or High Risk Work Licence.
- Experience with professional lighting, audio or audiovisual systems.

PERSONAL ATTRIBUTES

- Professional, reliable and punctual.
- Positive and collaborative team member.
- Calm and adaptable in a fast-paced environment.
- Safety conscious and responsible.
- Willingness to learn and develop technical skills.
- Strong work ethic and attention to detail.
- Takes pride in delivering high-quality experiences for artists, hirers and audiences.