

## POSITION DESCRIPTION

<b>Title:</b>	<b>Casual Technician</b>
<b>Employment type:</b>	Casual
<b>Department:</b>	Technical
<b>Location:</b>	Princess Theatre, Earl Arts Centre
<b>Issued:</b>	June 2021
<b>Classification:</b>	LPA Award 2010 classification 3 & 5
<b>Wages:</b>	Casual hourly rates as per current LPA Award: Training/induction \$24.80 Hourly \$28.33 - \$29.78 plus super guarantee contribution

### 1. PURPOSE OF THE POSITION

The Casual Technician's position provides vital support to the Technical Manager and Technical Supervisors in the delivery of professional, courteous and efficient customer service at Theatre North.

This is a varied role and will require sound working knowledge of Theatre North's infrastructure, activities, projects and procedures with the expectation of providing efficient and effective technical support and maintenance.

The person will assist in the co-ordination of operations to deliver technical services of the highest possible standard according to established policies and procedures.

The casual technician must be aware of all aspects of theatre use and equipment as well as Theatre North's safety procedures and limitations to clients, hirers and patrons associated with said venue hire.

The incumbent will also form part of a team of officers committed to the security of the building and its contents and the safety of staff and patrons.

### 2. KEY ACCOUNTABILITIES

- To provide a high level of customer service to all Theatre North's hirers, patrons and colleagues
- To assist in the preparation of venues incorporating technical requirements according to Theatre North's established procedures and clients' pre-arranged requirements and specifications
- To maintain open communication with hirers, staff, Council and contractors in regard to technical matters
- To assist in ensuring technical operations are conducted within the boundaries of WH & S and effective risk management strategies
- To assist in maintaining security within the building to protect the City of Launceston's investment and uphold a duty of care to staff and patrons

### 3. KEY DUTIES

- **Technical Operations**

- To perform technical duties for setting up performances, functions and events at Theatre North including:
  - production bump in and out
  - stage set up
  - operation of venues technical equipment
  - follow spot
  - rigging and operation of sound
  - rigging, focus and operation of lights
- Rigging and operation of fly lines under supervision of the Supervising Theatre Technician or Technical Manager
- Maintaining all venue equipment and building infrastructure in good working order and in a clean and tidy condition, under direction of the Supervising Theatre Technician or Technical Manager
- Undertaking tasks as called upon by the Technical Manager or Supervising Theatre Technician on shift
- Participating in and contribute to team meetings and professional development opportunities
- Guidance available from Technical Manager

- **Building, Plant and Equipment**

- Determining the safety of equipment and effects brought into the venue and directing the repair or removal if deemed faulty or refer to Supervising Theatre Technician if required.
- Undertaking maintenance and repair of theatrical equipment under the supervision of the Technical Supervisor
- Maintaining the backstage areas of the Princess Theatre and Earl Arts Centre in a clean, tidy and operational condition

- **Health & Safety**

- To comply with any direction given in relation to workplace health and safety
- To notify the Technical Manager or Technical Supervisor of any potential dangers or incidents involving staff and patrons to reduce risk at the venues.
- In case of emergency, assist the Supervising Theatre Technician as instructed to ensure the safe evacuation of the venues

#### 4. POSITION COMPLEXITIES

1. The role of casual technician is to assist in providing service and information to internal and external customers in a manner which will promote the professional image of Theatre North and contribute towards an enjoyable experience for patrons attending performances and other events.
2. The person will be expected to adopt a flexible approach to work requirements and to undertake new or alternative duties as required. This may include new technology usage, new work procedures and customer service delivery systems. Appropriate training will be provided where required.
3. Flexibility will be required in the management of spontaneous customer requests.
4. As a customer-interfacing role, the incumbent may be required to respond to aggressive or difficult customers.
5. The incumbent will be required to be flexible in work hours, and to respond promptly to rosters or provide early notification of unavailability to facilitate effective management of functions.

#### 5. CORE ATTITUDES

Theatre North Inc. has a Code of Conduct for all staff, available in Theatre North's Employee Handbook. The technician is expected to contribute to and comply with all Theatre North employment and operational policies. Apart from observing the Code of Conduct the following core attitudes are expected from all Theatre North staff.

**Continuous Improvement and Success.** Set and expect high standards for yourself and others. Be willing to learn new things and to increase your knowledge of Theatre North activities and processes.

**Initiative and Enthusiasm.** Take self-directed action to do the job well. Adopt a positive attitude towards one's work or job. Be aware that your level of enthusiasm can impact on others and influence the culture of the workplace.

**Customer Service Orientation.** Maintain a customer focus and invest time and effort in understanding customer's needs. Ensure *a customer first* approach.

**Communication.** Value and encourage communication between individuals, teams and work groups. Share information and empower others through providing required information.

**Honesty, Trust and Respect.** Acknowledge, value and be confident in your own and others' abilities. Know your limits and seek assistance when needed. In order to make change happen, it is important that you express your ideas and allow others an opportunity to express theirs in a trustworthy environment.

**Ethics.** Be aware of and maintain high personal and Theatre North business standards.

## **6. KEY SELECTION CRITERIA**

### **ESSENTIAL**

- Demonstrated operation skills of some or all of the following areas:
  - Lighting
  - Audio
  - Vision
  - Staging
  - Flying
  - Unloading /Loading trucks
  - To be able to lift
- An aptitude and interest in technical matters, particularly pertaining to a performing arts and or convention centre
- Demonstrated ability to work co-operatively within a team
- Ability to take direction and adhere to procedures
- Ability to be flexible with working hours including evening, weekday and weekend shifts
- Ability to work well and stay calm under pressure
- Experience in self directing workloads and meeting deadlines

### **DESIRABLE**

- Certificate IV Theatre Studies
- Dogging and Basic Rigging certificate
- Experience working backstage
- Experience in electrical and/or audio visual field
- First Aid training
- To have and maintain a current Working with Children Check
- Fire warden training
- Electrical or Electronics trade or certificates
- Highly developed interpersonal skills, including conflict management
- Well-developed written and verbal communication skills
- Demonstrated experience in operating in an administrative role interfacing with the public
- Personal presentation of a professional standard relative to the role

## **7. FIT 2 WORK CHECK (POLICE CHECK) & WORKING WITH VULNERABLE PEOPLE:**

Applicants may be required to undergo a Fit 2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required to maintain and periodically renew their check.

**For further information, contact Amanda Shepherd – General Manager**  
**Ph 6331 0052 or [amanda.shepherd@theatrenorth.com.au](mailto:amanda.shepherd@theatrenorth.com.au)**

**Theatre North Inc is an equal opportunity employer.**