

## POSITION DESCRIPTION

<b>Position Title:</b> Head of Technical Operations	<b>Position Number:</b> EMCL-14
<b>Department:</b> Goldfields Arts Centre	<b>Accountable to</b> Goldfields Arts Centre Coordinator
<b>Responsible for the supervision of:</b> Directly responsible for the supervision of Production Assistants, Volunteers and other staff as determined by the Goldfields Arts Centre Coordinator.	



Primary purpose of the position	To perform and coordinate all production, technical and maintenance activities associated with the delivery of the Centre's visual and performing arts program.
Key accountabilities	<ol style="list-style-type: none"> <li>1. Support Centre management to build strategic relationships and contribute to the development of a performing arts program which inspires the community and delivers a sustainable increase in audience engagement and participation;</li> <li>2. Deliver high level audio, lighting and audio visual expertise, including event set up across a range of diverse events and clients;</li> <li>3. Cultivate a customer focused culture and deliver exceptional guest experiences;</li> <li>4. Eliminate all hazards in the venue and ensure compliance with Occupational Health and Safety requirements for associated activities;</li> <li>5. Coordinate bump in and bump out schedules and all event production aspects within deadlines and in a professional, safe and cost effective manner;</li> <li>6. Undertake routine and reactive maintenance including testing and tagging of equipment at the Centre;</li> <li>7. Supervise and coordinate rostering, training and inductions of technical assistants and volunteers and all casual staff relevant to the position;</li> <li>8. Troubleshoot issues and strive for continuous improvement of Centre systems and processes;</li> <li>9. Adhere to all <i>City of Kalgoorlie-Boulder</i> policies and procedures, and ensure personal safety at work and that of others;</li> <li>10. Other accountabilities and responsibilities as directed by <i>the Goldfields Arts Centre Coordinator</i>.</li> </ol>
Judgement & decision making	<ol style="list-style-type: none"> <li>1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.</li> <li>2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.</li> <li>3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor.</li> <li>4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.</li> <li>5. Apply knowledge and skills to ensure consistent quality outcomes.</li> </ol>
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> <li>1. Average 80% or higher satisfaction rating for productions by production companies and audience</li> <li>2. Undertake annual equipment testing and tagging.</li> <li>3. Meet event schedule expectations to ensure the efficient running of a performance/ event/ function.</li> <li>4. Ensuring the theatre and technical equipment is maintained to a high standard at all times.</li> <li>5. Formalise procedures to indicate step by step technical processes related to the role.</li> </ol>
Skills, knowledge & capacity	<ol style="list-style-type: none"> <li>1. A Theatre or Venue Technician qualification or relevant degree and/or extensive experience working as a Performing Arts Technician in a similar context;</li> <li>2. High level of proficiency in operating lighting and sound desks;</li> <li>3. Demonstrated ability to physically and safely handle sets and other staging, tools and equipment;</li> <li>4. Basic or Intermediate Riggers Certificate, Elevated Work Platform Certificate, Test and Tagging Certificate, Occupational Health and Safety Certificate, Fire Emergency Warden Certificate would be advantageous;</li> <li>5. General knowledge and demonstrated practical application of health and safety principles;</li> <li>6. Demonstrated effective oral and written communication skills; organisational skills and the ability to meet deadlines;</li> <li>7. Demonstrated ability to supervise staff and to work effectively and constructively as part of a team;</li> <li>8. Ability to work flexible hours appropriate for the operation of the venue</li> <li>9. Current satisfactory National Police Clearance; and</li> <li>10. Current WA "C" Class driver's licence.</li> </ol>
City of Kalgoorlie-Boulder Values	<p><b>Trust      Loyalty      Integrity      Passion</b></p> <p><i>The City of Kalgoorlie-Boulder promotes a workforce of passionate people, loyal to the organisation, colleagues and the community.</i></p>

	<i>Our people are held as our primary asset and integrity and trust is the foundation of our culture.</i>	
City of Kalgoorlie-Boulder Qualities & Behaviours	<b>Customer Service</b>	courteous, helpful, professional, effective, timely and accurate advice, desire to exceed customer expectations, responds calmly to difficult situations
	<b>Initiative</b>	applies good judgement in completing tasks, anticipates requirements without prompt, considers how to improve customer service
	<b>Teamwork</b>	co-operative, supportive, helpful, positive attitude, contributes, adaptable, flexible
	<b>Communication</b>	clear, concise, gains rapport, engaging, willing to help others
	<b>Reliability</b>	delivers on work deadlines without prompts, plans around schedules and work demand
	<b>Accountability</b>	responsible for decisions, actions, performance and resulting consequences; delivers quality outcomes in accordance with Council strategy, operations, policies and procedures

**POSITION DESCRIPTION AGREEMENT**

*The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.*

*I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.*

Employee Full Name  
(please print):

\_\_\_\_\_

Employee Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

---

Position COA Number: 69300102