

Position Description

Position Title	Drum Theatre Technician
Directorate	Community Strengthening
Department/Business Unit	Community Arts, Culture and Libraries
Team	Drum Theatre
Classification	Band 3
Date	August 2023

Reports to:	Venue Operations Leader
Supervises:	NIL
Internal Liaison:	Drum Theatre staff, Council staff
External Liaison:	Drum Theatre customers, suppliers, Community and Service agencies, other Local Govt authorities

Position Objectives

This position is primarily located within Drum Theatre as part of a suite of community facilities provided by Council. The role sits within a multi-purpose environment providing theatre, function, meeting, and event services. This role is part of a multi-skilled team which provides support for technical and venue operations in the Drum Theatre and, from time to time, at a range of Council's Community Facilities.

Your primary purpose in this position is to:

- Provide excellent technical and customer services for performances, functions, and events at Drum Theatre.
- Assist clients to achieve optimum satisfaction levels for their performance and the audience.
- Ensure a safe and clean environment is provided for all Drum Theatre events.
- Assist the Technical Operations Officer with all aspects of technical production at the Drum Theatre.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Completion of accredited / industry-based training courses. (e.g., Cert III or IV) or demonstrated experience in the technical operation of a live Theatre or Performing Arts centre, including:
 - operational skills in Theatre Lighting, Sound & Staging preferably already with Elevated Work Platform (EWP) licence.
 - ability to work productively with amateur organisations, amateur production and technical personal to develop skills and encourage enthusiasm.
 - capacity to work within small flexible team environments.
- Effective written and oral communication skills and well-developed interpersonal skills and customer focused communication.
- Demonstrated ability to use a variety of MS software and Theatre Lighting and sound equipment and software.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check
- satisfactory (and ongoing) Police Check
- ongoing First Aid and CPR (specify) including:
 - Provide First Aid (Level 2).

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<p><u>Excellent customer service</u></p>	<ul style="list-style-type: none"> • Deliver excellent customer service for the Drum Theatre in dealing with the client's needs and vision, actively promoting a positive team approach to work. • Respond to customer inquiries, requests and complaints in the prescribed manner and in accordance with Drum Theatre policy and procedures. • Work with Drum Theatre staff to support effective relationships with the public on behalf of the Theatre. • Implement, with the technical team, professional and customer-focussed technical services to all users of the Theatre.
<p><u>Operations</u></p>	<ul style="list-style-type: none"> • Carry out lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork. • Carry out staging and mechanical tasks including set construction, painting, flying and associated paperwork. • Carry out operation of theatre equipment including camera and recording equipment for live streaming, digital capture and broadcast. • Set up and operation of audio systems as specified. • Provide support to and take direction from Supervising Technician. • Assist with and carry out maintenance on buildings and equipment providing assistance to external contractors if required. • Assist with bump-ins and bump-outs at the Theatre ensuring the tasks are completed quickly, efficiently and with due care. • Assist with the setting up of foyers and other spaces within the Drum Theatre for general activities, as required.
<p><u>Records administration</u></p>	<ul style="list-style-type: none"> • Maintain clear, accurate and detailed records of venue or equipment usage and any other related resources used for all productions and events.
<p><u>Client Support</u></p>	<ul style="list-style-type: none"> • Assist clients to achieve optimum satisfaction levels for their performance and the audience. • Ensure effective and proactive liaison with hirers to determine and deliver all reasonable requirements. • Provide support and assistance to hirers to enable them to achieve their required standard of performance.
<p><u>Occupational health and safety</u></p>	<ul style="list-style-type: none"> • Understand and abide by the City of Greater Dandenong OH&S Procedures, including hazard identification and reporting. • Actively promote best practice in the area of OH&S responsibilities. • Ensure OH&S principles apply to all areas of operation. • Ensure all equipment is used within the manufacturer specifications. • Maintain the safety, cleanliness and security of the building during productions. • Immediately attend to safety-related maintenance to the building.
<p><u>First Aid Activities</u></p>	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and OHS First Aid Operational Procedure • Undertake quarterly checks of the first aid kits and other safety equipment to ensure compliance. • Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.
Child Safety	<ul style="list-style-type: none"> Understand obligations and act in an appropriate manner with and around children Promote positive work practices with children. Establish boundaries around acceptable and unacceptable behaviour in relation to children. Adhere to reporting obligations where there is suspected or discovered child abuse.
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times. Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism. supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details	Frequency (% of the working day)			
		Rare/	Occasional	Frequent	Constant

	(typical tasks)	Never	0 – 33%	34 – 66%	>66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion OR
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position	Operating sound or light panels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps	Operating flyweight system or working in vertical personnel lift	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps	Setting up lights, sound, sets	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels	Stacking counterweights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body	Unbolting seat rack	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	Reaching awkward lights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction	Accessing lamps on rack, placing weights into flyweight system, pulling chairs/tables onto trolley	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet	Pushing trolleys through tight corners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	Operating sound and light consoles, undoing seat bolts, attaching lamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	Lifting weights, chairs, tables, pushing trolleys	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Writing/typing	Completing paperwork	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders	Access lights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	To access storage area or dress circle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level	Setting up shot bags, sound system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leg / foot controls	Tilting chair and table trolleys	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Pushing/Pulling – Applying force to move something away or closer to one’s self, including static positions		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council’s Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- The work is performed within specific guidelines and under general supervision with the outcomes of work are readily observable with sufficient freedom to plan work at least several days in advance.
- The freedom to act is limited by standard operating procedures within the Drum Theatre, the content of the position description and the nature of the work assigned to the position from time to time and may be required to supervise and coordinate others.
- Constructive and respectful contact with the public and other employees, including clear and concise explanations of specific procedures and practices.
- Quality and timeliness of their work as well as reporting and attending to hazards according to procedures.
- The effect of decisions and actions taken is usually limited to a localised work group or function.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the role is usually specialised requiring the use of personal judgement within the range of techniques, processes, and systems of a Performing Arts centre.
- The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations.

Independently:

- Organise own work at least several days in advance based on an understanding of specific and set objectives and predetermined priorities.

With Input from the Supervising Technician or Venue Operations Leader:

- Administrative processes and procedures that are based on the principles of continuous improvement.

Recommends and Identifies to the Supervising Technician or Venue Operations Leader:

- Appropriate operational improvements to the Venue Operations Leader.

Guidance:

- Guidance and advice are always available from the Supervising Technician or Venue Operations Leader.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of standard operating procedures and in the operation of theatre plant, equipment and services which requires the exercise of a limited degree of skill.
- Demonstrated skills to carry out technical responsibilities:
 - Lighting duties including rigging, focusing, patching, lighting board and follow spot operation and associated paperwork.
 - Staging and mechanical tasks including set construction, painting, flying and associated paperwork.
 - Set up and operation of audio systems as specified.
 - Maintenance on buildings and equipment, providing assistance to external contractors if required.
 - Assisting with bump-ins and bump-outs as well as setting up of foyers and other spaces within the Drum Theatre for general activities, as required, ensuring the tasks are completed promptly, efficiently and with due care.
- An understanding of the of the function of the position within its organisational context, including relevant policies and procedures is required in order to provide support to and take direction from Supervising Technician and to provide employees under supervision with on-the-job training and guidance.


Management & Interpersonal skills

The essential position requirements include:

- Ability to manage own time and plan and organise work in accordance with predetermined priorities, so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Assist other employees by providing guidance, advice, and training on routine technical, administrative, or procedural matters.
- Skills in oral and written communication with clients, other employees and members of the public including for completion of paperwork associated with work undertaken as well as in the resolution of minor problems.
- Complex discussions and complaints are to be referred to the Supervising Technician.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Michelle Bingham		August 2023
Manager (Acting)	Sarah Hill		August 2023
Director	Peta Gillies		August 2023
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

