



POSITION TITLE	Technical Coordinator – The Cube Wodonga
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 6
DIRECTORATE	Community Development
BUSINESS UNIT	Tourism and Cultural Services
REPORTS TO	Team Leader – The Cube Wodonga
SUPERVISES	Technical Officers Technical Assistants Volunteers
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	Vacant

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

- This position will be responsible for the technical and logistical operations of the venue, ongoing maintenance of equipment, creation and delivery of relevant procedures, OH&S operations, and equipment and operations manuals. The coordinator will also work with the Building Maintenance department to maintain the building and infrastructure to optimal standards.
- This position will coordinate the provision of technical design and execution (audio, audio visual, staging and lighting installations), prepare schedules, planning and event delivery. Oversee the successful execution of conferences, events, performances, functions, exhibitions and other events hosted by both Council and external hirers at The Cube Wodonga.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- This position will coordinate and direct the work of part time technical staff, casuals and volunteers and roster accordingly. This includes providing onsite training, organising professional development opportunities and cross skilling staff, to ensure the efficient and professional delivery of all Cube events.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- The effective provision of technical services, supervision of venue users, and contractors to ensure the successful delivery of functions, performances and events.
- The development, maintenance and implementation of OH&S operating procedures for The Cube Wodonga, including emergency evacuation, risk assessments and venue inductions.
- The provision of accurate, timely and meaningful advice to The Cube Wodonga Team Leader and Manager of Cultural Services and Tourism in regards to technical projects, equipment and venue needs and budget requirements.
- COMMUNITY HIRERS. This includes meeting with community hirers and building community capacity to deliver the technical aspects of diverse events within the venue and ensuring successful delivery of all events and performances.
- REGIONAL BUSINESS EVENTS CONFERENCING. Preparation, planning and delivery of technical services for conferences including coordinating rehearsals, organising presentation materials, equipment management and room set up.
- PERFORMING ARTS PROGRAM & COURTYARD. Professional delivery of the technical and operational (including bump in and out of performances) aspects of all performing arts product and events within The Cube Wodonga and the courtyard.
- OPERATIONAL SYSTEMS. Development, implementation and ongoing review of innovative operating systems and procedures for the venue; including the retractable seating, pit lids, audio, visual, LED courtyard screen, venue security, staff training, staging and various event set ups.
- VENUE MAINTENANCE. Ensuring the venue and technical equipment and plant are serviced and maintained in good working order, in conjunction with the building maintenance team, including capital works forecasting.
- Supervision, induction and relevant training of venue staff, contractors, volunteers and work experience students in OH&S, daily operations and safe work practices.

Duties

- Work with hirers from initial contact to program presentation to support their technical, equipment and staffing needs. Fostering constructive relations with the community and council staff to ensure the delivery of technically proficient and safe operations.
- Maintain, where necessary, accurate reporting methods for OHS and technical activity occurring in the venue and ensure all hirers are well briefed of the terms and conditions and OH&S requirements of the venue, and that they complete all appropriate paperwork.
- Carry out efficient setup and pack down of equipment and furnishings according to the needs of hirers and return the venue to its original state following each function.
- Engage and work alongside registered technical contractors where necessary to deliver the highest possible production standards.
- Supervise venue technical staff, contractors, volunteers and students, and roster according to venue requirements ensuring to work within existing resources and budgets.

- Coordinate the operation, scheduling and maintenance of The Cube Courtyard big screen and the Woodland Grove water tower lights.
- Implement, document and monitor risk management procedures to ensure they are adopted by staff, hirers and contractors; including OH&S, venue security and emergency management.
- Develop and manage the asset inventory, schedule of use, routine safety checks and maintenance program for the technical, function and operational equipment of The Cube Wodonga.
- Be available to attend functions and events, including after hours and weekends, as required by the venue program, hirer requirements or as requested by the Team Leader.
- Any other tasks as required or directed by supervisor.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Ability to use judgement to make decisions on the selection of the best method, process or equipment from a range of available alternatives to meet the objectives of the work and to quantify the amount of resources required to meet these objectives.
- Attention to detail

SPECIALIST KNOWLEDGE AND SKILLS

- Broad understanding and knowledge of commercial and community event development within local communities. And a working knowledge of operating processes and equipment used for hosting conferences, functions, performing arts, exhibitions, seminars and meetings.
- Experience and up to date skills in digital theatrical lighting systems and equipment – rigging, patching, focusing and plotting on digital consoles.
- Experience and skills in live audio setup and operation for conferences, live music and theatre events.
- Excellent understanding of audio visual equipment including the setup and running of presentations at a professional level, including live streaming.
- Well developed and successfully deployed project planning and project management skills; particularly in coordinating, acquiring and setting up resources and services from a variety of places to achieve outputs and timelines, and overall performance standards and targets.
- Ability to design venue plans to scale, using CAD or an equivalent program, to adjust and create lighting and floor plans as required.
- A working knowledge of equipment used for exhibitions, conferences, performing arts, seminars, meetings and functions, including online meeting software and streaming equipment
- Ability to read, understand and implement technical specifications (lighting, audio and audio visual plans) for external venue hirers and The Cube Wodonga programming.
- The ability to perform set up activities associated with venue events - including the setup and pack down of furniture, bump in and out of performances, lighting, staging, audio, presentation equipment, catering equipment and light cleaning.
- Ability to operate and manage software for venue operations (air con and heating, security, general light, doors, etc) Eg
- Physical capacity to undertake activities in relation to installing exhibitions and setting up of events.
- Knowledge of and ability to implement legislation relating to Occupational Health and Safety.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to manage part time and casual staff, volunteers and contractors.

INTERPERSONAL SKILLS

- Advanced verbal communication skills to communicate with clients, members of the public, and other employees, to enable the resolution of moderately complex and technical problems.
- Excellent written communication skills for communicate with clients, members of the public, and other employees, to enable the preparation of correspondence, event documents, plans and reports.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems, and with other employees outside work unit to resolve intra-organisational problems.

INFORMATION TECHNOLOGY SKILLS

- Proficient skills in Microsoft Office Suite
- Ability to manage electronic files.
- Knowledge of Windows Explorer.
- Email familiarity (Outlook).
- Ability to search for and research information on Internet.
- Intermediate knowledge of the implemented booking system.
- Knowledge access control and associated security systems, air conditioner control and lighting control.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma with several years of relevant experience; or higher formal qualifications with a shorter period of experience; or lesser formal qualifications supported by extensive relevant experience in Technical Coordinator role.
- Demonstrated experience in working with performance and conference based technical equipment.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Level 2 First Aid Certificate.
- EWP licence
- Test and tag licence
- OH&S White card
- Basic Riggers Ticket preferred but not required.

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:



- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Demonstrated experience in successfully managing the day-to-day technical operations of a performing arts centre, function centre or similar style venue including proficient skills in audio visual equipment maintenance, setup and operation..
2. Experience and ability to manage and oversee capital and IT projects, quoting and contractor management.
3. Experience in staff leadership and supervision, including the ability to motivate, train and develop a small team to achieve targets, deliver quality customer service and the successful delivery of events and technical operations.
4. Experience in developing, implementing and reviewing operational and OH&S procedures and processes.
5. Demonstrated strong interpersonal skills, with the ability to develop and foster quality working relationships with internal and external stakeholders.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Technical Coordinator	Coordinates technical design and execution of events and performances, including the set up and pack down of audio, AV and lighting Supervises technical staff, casuals, volunteers and external cleaning staff/contractors	<ul style="list-style-type: none"> • Sitting for extended periods • Occasional walking and standing • Lifting up to 15kg between ground and waist level • Carrying up to 15kg over 5 meters • Pushing/pulling trolleys up to 80kg over 30 meters • Squatting and kneeling for short periods • Occasional reaching and bending • Neck extension to look overhead on occasions • Fine motor to operate controls, equipment etc. • Attention to detail • Complex problem solving • Written and verbal communication skills 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 15kgs		X		
			Carrying up to 15kg		X		
			Pushing		X		
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting	X			
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor			X	
			Neck postures		X		
			Accepting instructions			X	
			Sustained concentration			X	
			Simple decision making			X	
			Problem solving			X	
			Interaction with others			X	
Exposure to confrontation	X						
Respond to change			X				
Prioritisation			X				