

# Position Description

## Senior Technical Operations Coordinator

Multi Campus

### RELATIONSHIPS AND NETWORKS

LEAD BY · Property Manager

---

COLLABORATES WITH · Event Manager  
· Webservices Coordinator  
· IT Projects Coordinator  
· Network and Systems Manager  
· Network and Systems Administrator  
· Director of Performing Arts  
· Campus Facilities  
· WHS Officer

---

LEADS · Technical Coordinators  
· Tech Teams  
· Technical Support Staff  
· External Companies/Contractors

---

KEY WORKING GROUPS · Beaconhills Production teams  
· IT Team

---

EXTERNAL GROUPS · External Community organisations including cultural groups, amateur /community theatre companies, local businesses and various other community user groups and individual hirers. As well as industry bodies including the Victorian Association of Performing Arts Centres (VAPAC ), professional touring and production companies, suppliers, service providers and contractors.

---



## POSITION CONDITIONS

This is a full time, multi-campus, ongoing position based at our Berwick and Pakenham Campuses as required. This position will commence on 18 November 2024 or by negotiation.

Conditions of employment are as per the Beaconhills College General Staff agreement 2023-2025 (incorporating the terms of the Educational Services (General Staff) Award 2020, Beaconhills' policies, procedures, and the letter of offer.

This role is entitled to 4 weeks annual leave and must take another 2 weeks of annual leave that is to be taken annually within the School year.

Hours of work are coordinated based on the events occurring during the school week, as monitored and approved by the Theatre Manager. Where possible, hours will be maintained during the school day 9am to 4.30pm however additional time and flexibility in hours and days will be required.

No position description can be entirely comprehensive and the incumbent will be expected to carry out such duties as may be required from time to time and are broadly consistent with the position description, the status of the post within the College and the classification criteria of the Education Services (Schools) General Staff Award 2020.

---

## REFERENCE DOCUMENTATION

- *Facility Maintenance Schedules*
- *Technical Equipment handbooks, operating procedures and associated equipment warranties*
- *Critical Incident and Business Continuity Plan*
- *Staff Handbook*
- *Staff Code of Conduct*
- *College Policies and Practices*
- *Security Policy*





## PRIMARY PURPOSE OF THE POSITION

The Senior Technical Operations Coordinator will deliver outstanding technical and customer services to all internal and external clients of the Berwick Campus Community Arts and Recreation Centre and the Lois Maghanoy Centre for Performing Arts to ensure it supports the delivery of all programs and events. The Senior Technical Operations Coordinator is an integral member of the Theatre Management Team in providing support to all staff members to ensure the efficient day-to-day operations of the Performing Arts Centres (PACs), including all presentations, productions and events at the College, which may include other locations at each Campus.

The Senior Technical Operations Coordinator will also support all technical requirements for College events that may not be in the PACs such as outdoor services and fundraising events at external venues.

The Senior Technical Operations Coordinator will be responsible for ensuring that all activities are in line with OHS and other compliance requirements and will provide leadership, expertise, training, development and supervision to the Venue Technicians and Technical Teams.

The Senior Technical Operations Coordinator will be responsible for supporting a high performing learning environment in the classroom with the use of audio-visual systems effective use of the Digital Signage System to support communication.

## KEY RESPONSIBILITIES FOR THE POSITION

### Support Service Provision

#### Theatre

- Effectively scope all technical specifications with clients and their production staff, fostering positive client experiences and building the reputation of the technical department.
- Develop event delivery plans to identify detailed technical requirements and necessary staffing levels to deliver safe and technically successful events within approved budgets
- Provide support for the set-up, pack up and running of meetings, exhibitions, conferences and displays within each Theatre and other College facilities as required
- Manage College streaming services including the bundling of video resources for access by the community
- As directed support maintenance and IT team activities in the Theatres when required



- Coordinate Tech students in providing service to our Theatre venues
- Monitor and document customer feedback, capture and ensure suggestions are integrated to improve technical operations and customer service delivery for internal and external clients.

- 

#### **Digital Signage**

- Provide support to the digital signage system
- Oversee end of year and start of year shut down and start up procedures
- Supporting the training of users
- Oversee the management of the content working in with key stakeholders
- Monitor digital signage support tickets
- Update permissions for staff users as required
- Conduct periodic checks of hardware
- Respond to issues as required including escalating to level 4.

#### **Classroom environment: acoustic and AV**

- Support the acoustic upgrades for classroom and other learning spaces
- Provide level 3 audiovisual (AV) support, responding to AV issues escalated by level 1-2 IT support services such as replacing SMARTBoard screens setting up AV trolley systems installing LCD screens on trolleys, fixing or replacing classroom speakers, trouble shooting AV signal problems, relocating AV equipment.
- Escalate ongoing complex AV issues to level 4 AV support

#### **Video and streaming services**

- Assist in video editing and production of events in our Theatres or other venues and other videos as required
- Provide streaming services for performances and events

#### **Equipment and Facilities Management**

- Ensure all technical infrastructure and equipment is well maintained to at least manufacturer specifications, including ensuring all electrical equipment is tested and tagged in accordance with statutory requirements;
- Document and coordinate the annual and regular maintenance program for each Theatre including the buildings asset register
- Oversee all aspects of any technical upgrades and the development of any measures to protect equipment including security
- Develop and maintain plans, procedures and registers as required. Ensuring operational consumables levels are maintained and reordered in a timely fashion and necessary licences renewed.
- Liaise with, schedule and where necessary supervise maintenance contractors and the service of theatre equipment
- Support and update the asset management register of all assets in the Lois Maghanoy Centre for Performing Arts Theatre as required

#### **Operational Management**



- Effectively supervise, coach and mentor the Venue Technicians including development of clear position descriptions and procedures manuals for the different operational functions of the Theatre, to be use as a learning resource for students.
- Support any training required for staff involved in the management of the Theatre, developing training schedule and register to be reviewed and updated regularly.
- Where appropriate, supervise the use of the facilities by College faculties and community groups to ensure the effective and efficient delivery of a performance/use.
- Development and implementation of effective workflows such as venue bookings
- Provide input into the development of policy, procedures and operational guidelines for technical operations and Venue Technicians
- Provide advice and input into the technical aspects of performances to the Performing Arts Faculty and other user groups.
- Supervise the technical component of productions and events across the College Campuses including events requiring technical support that are located in other locations including offsite.
- Liaise with all potential and confirmed hirers to ensure delivery of their technical requirements and required resources in a timely and cost effective manner.
- Ensuring hirers information is updated in a timely manner enabling accurate quote preparation and invoicing.
- Stay up to date with information regarding emerging technology and implications for touring shows and presentations at each Theatre.
- Have active input in the development of operational and capital improvement budgets with the Theatre Manager
- Monitor the effective operation of technical equipment and services including the lighting, sound and audio visual stock and equipment, stage equipment, rigging, fly and safety systems

### **Opportunities for students**

- Oversee the process of students engaged in the tech teams at both Campuses with direct supervision of the Tech Team.
- Conduct training sessions for student tech crews as required
- Support the coordination of rosters for students and external contactors to support the running of the theatre

### **Compliance**

- Oversee the OHS and compliance management of the Lois Maghanoy Centre for Performing Arts and the Tony Sheumack Centre for Performing Arts
- Ensure the safe operation of each Theatre and the safety of self and all staff, clients and attendees and consult with elected Health and Safety Representatives in regard to workplace OH&S changes and issues;
- Coordinate all OHS responsibilities for the Theatres and related activities as well as support the Theatre Manager in all other relevant OH&S requirements across venues, facilities, productions and events;
- When required, ensure adequate venue security arrangements are in place for events and to ensure safety and wellbeing of our community;
- Act as Chief Fire Warden in the event of an emergency

- Ensure both Theatres are accessible to all members of our community (for example management of hearing augmentation, physical accessibility)
- Tag key electrical appliances in Theatre Venues

### Reporting

- Maintain clear, accurate and detailed records of venue or equipment usage; all Venue Technician staff time (rostered or otherwise); and any other related resources used for all productions and events
- Provide quarterly reports on activity and achievements of targets and trend, as well as other reports as requested
- Ensure all agreed and approved budgets associated with the provision of technical services are met and any identification of potential cost overruns.

## COMPETENCIES

Experience in an operations role (ideally in a similar venue / environment within the Performing Arts);

- Tertiary qualification in Performing Arts Technical Production / Technology with some relevant industry work experience, or alternatively lesser formal qualification with substantial experience;
- Industry experience and knowledge, skills and experience in lighting, sound and audio visual stock and equipment, stage equipment, rigging and fly systems and safety systems;
- Experience supervising and getting positive results from a diverse team.

Technical of technical competencies

- Lighting, sound, video and audio visual
- Scenery and stage management
- Systems management
- Streaming
- Video production

### Systems specifications:

**Video** - Blackmagic Video Systems, Epson, NEC and SMART AV systems

**Live Streaming** - YouTube live, Zoom, MS Teams & OBS in Windows and Mac environments.

**Audio** - Allen Heath Digital mixing consoles and Senheiser wireless microphones on Dante, ethernet or analogue infrastructure.

**Lighting** - ETC Lighting consoles and DMX and ethernet lighting infrastructure.

## QUALIFICATIONS

The successful application must hold (or be in the process of obtaining):

- Riggers Certification
- OHS basic training
- A current Working with Children Check
- A current Police Certificate
- A current First Aid Certificate
- Victoria Driver's License
- Electrical test and tag
- Elevated heights, scaffolding and elevated work platform

## SELECTION CRITERIA

1. Proven ability at effectively managing multiple tasks during high pressure activity periods, including preparations for productions and subsequent deconstructions within agreed deadlines and service standards;
2. Strong Interpersonal skills including well-developed communication skills and proven ability to work productively with a wide range of professional and amateur Performing Arts organisations or Community groups to achieve their goals, encouraging to their participation in developing their technical understanding and skills;
3. Understanding of the technical complexity of staging a wide range of Performing Arts productions and events including but not limited to specific needs of Performing Arts and Community groups as well as OHS implications / requirements for the venue / location
4. Highly organised including skills and experience coordinating and developing a team and where appropriate supervising the activities of staff, students or other members of performing arts and/or community groups
5. Ability to problem solve
6. Ability and willingness to learn new skills and ways of doing things

## PHYSICAL CAPABILITIES

The position is primarily a movement based role . The physical requirements include:

- Ability to undertake repetitive arm movements and manual dexterity for computer work
- Ability to read computer screens and printed documents
- Ability to communicate clearly for telephone and face to face communication
- Sitting
- Standing
- Walking
- Talking
- Listening
- Steps / stairs
- Carrying

## WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES

- Ensure that any hazards, incidents (including near misses) and injuries are reported



- immediately to relevant management
- Co-operate in relation to activities taken by the College to comply with Work Health and Safety (WHS) legislation
- Participate in consultation, meetings, training and other health and safety activities where required
- Ensure only authorised, adequately trained staff undertake assigned tasks
- Take reasonable care for personal health and safety and the health and safety of others in the workplace

## CHILD SAFETY STATEMENT

Beaconhills College has zero tolerance for child abuse. Beaconhills is a child safe employer and is committed to the welfare of children and their protection.

Beaconhills has systems to protect children from abuse, and will take all allegations and concerns very seriously and respond to them consistently, in line with our policies and procedures.

All potential employees and volunteers will be required to comply with the College's *Child Safe Policy* and *Code of Conduct*, which are available on our website. Beaconhills performs thorough assessments of potential and existing employees in accordance with the legislated Child Safe Standards. The assessments will be used to ascertain whether the potential or existing employee is a fit and proper person and is suitable for work in a school environment and in the position applied for or held. The screening process includes, but is not limited to, criminal record checks, *Working with Children Check* (WWC Check) and checks of social media accounts.

Beaconhills College is committed to Equal Employment Opportunity principles and is committed to the principles of merit-based selection, equity, diversity and procedural fairness in our recruitment process.

Aboriginal and Torres Strait Islander peoples are encouraged to apply for all positions at Beaconhills College.