

POSITION DESCRIPTION

TITLE: Venue Technician	DEPARTMENT: Operations
REPORTS TO: Head of Technical Services	DIRECT REPORTS: None
LOCATION: Any Venues Ōtautahi location	DATE: January 2024

Purpose of the position:

- To assist the Head of Technical Services, Venues Managers and Event Managers with the delivery of technical needs across Venues Ōtautahi venues
- To advise the event management team and the technical contractors of venue specifics and requirements to maintain a safe workplace

General:

As an employee of Venues Ōtautahi you are required to:

- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Venues Ōtautahi Policy
- Assist, support, and respond to, as reasonably required, any event where the Business Continuity Plan is activated
- Like all roles at Venues Ōtautahi, the Head of Technical Services will align with the way we do business. We will be bold, agile, and kind to make the venues the pride and delight of everyone
- Respond to the changing needs of Venues Ōtautahi performing other tasks as reasonably required.

Key Areas of Accountability	
Venue Setup	<ul style="list-style-type: none">• Facilitate the venue setup as required by technical contractors and the client and ensure all Health & Safety requirements are complied with• Ensure that safety standards are met and remedy any irregularity• Ensure all venue technical equipment is treated with care and need for repairs advised• Ensure highest possible standard of customer service, safety and ensure clients' expectations are met• Ensure all technical business queries are responded to promptly and effectively in an agreed timeframe.
Problem Solving	<ul style="list-style-type: none">• Proactively liaise with client and technical contractors to resolve queries or problems• Ensure that additional assistance is obtained from the Head of Technical Services or other technical contractors in a timely manner• Ensure service related queries or problems are resolved proactively• Ensure all clients and guests of Venues Ōtautahi are communicated with and assisted as required and in a timely and professional manner.

Key Areas of Accountability	
Operational Leadership	<ul style="list-style-type: none"> Ensures the venue is set up as per requirements Provide IT support to Venues Ōtautahi clients Ensure all events technical delivery meets Venues Ōtautahi Health & Safety requirements and legislation.
Customer Communication	<ul style="list-style-type: none"> Liaise between other technical contractors and the client to allow efficient setups and smooth transitions between events Ensure client, supplier and contractor relationships are maintained at all times and that Venues Ōtautahi service delivery standards are met or exceeded at all times Be available to our clients upon arrival and ensuring key contacts are introduced and venue set up meets expectations Maintain an awareness of client needs and research initiatives to upgrade products, develop new offerings streams Ensure information and systems are up to date and always look for improvements.
Team Objectives	<ul style="list-style-type: none"> Assist with the delivery of team aims and objectives and ensure the Venues Ōtautahi experience expectations are met at all times Identify problems and shortfalls in our service delivery and suggest ways to improve. Assist in the integration of systems within all venues Additional project work as required completed in a timely and appropriate manner as directed by the operations manager.
Company Culture	<ul style="list-style-type: none"> Actively demonstrates the Venues Ōtautahi values. Participates in constructive conversations – giving and receiving feedback Ensures effective communication with other team members and departments Ensure consistency of technical service delivery and flow of information Be flexible and supportive of all business areas and all business partners Support the Head of Technical Services in the development of team cohesion and demonstrate commitment to team values Be prepared to assist other areas of the business as and when required.
Health & Safety	<ul style="list-style-type: none"> Be responsible for keeping yourself and others safe while at work, complying with Venues Ōtautahi health and safety systems and wearing protective clothing and using equipment provided Immediately report circumstances which may present a hazard to self or others and report all accidents whether major or minor.
Delegations	<ul style="list-style-type: none"> As per Venues Ōtautahi Delegations of authority.

Key Relationships/Customers:

Internal	Nature of the Relationship
Head of Technical Services	Reports directly to
Venue Manager	Reports to during event
Event Managers	Reports to during event
Operations & Delivery Teams	Liaise with
Business Development Team	Liaise with
Catering team	Liaise with
External	Nature of the Relationship
Venues Ōtautahi current and potential clients	Liaise with
Suppliers and contractors	Liaise with
Promoters	Liaise with
Guests attending events	Liaise with

Formal Qualifications and Training	Required	Desirable
Minimum NCEA level 3 or equivalent	✓	
Full NZ driver's license	✓	
Elevated Work Platform operator's license		✓
Working at Heights training		✓

Key Competencies/Knowledge/Skills/Experience Required	Required	Desirable
A minimum of 3 years' experience dealing with venue-based technology e.g. lighting, sound and/or experience in a IT support role		✓
Minimum 3 years' experience in audio within the events and entertainment industry	✓	
A proven high level of competency with Audio equipment eg. digital consoles, Audio Prediction software large scale PA's.	✓	
The ability to design and operate complex systems, including live bands conferencing and musical theatre.	✓	
Proven verbal and written communication skills	✓	
Computer Literate in all Microsoft Programs	✓	
Proven Organisational and planning skills	✓	
Proven negotiation skills	✓	
Demonstrated problem solving skills.	✓	
Attention to detail, safety, and service delivery	✓	
Service minded	✓	

Key Competencies/Knowledge/Skills/Experience Required	Required	Desirable
<p>Customer Focus</p> <ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first hand customer information and uses it for improvements in products and services Acts with Customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect A strong commitment to Customer Service Excellence 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Uses and supports relevant networks Shares information with others and encourages the adoption of new ideas within the area Builds and maintains productive internal relationships 	✓	
<p>Communication</p> <ul style="list-style-type: none"> Shares information across the unit and wider organisation Communicates in a clear and constructive manner both verbally and in writing Questions, clarifies and responds to ensure messages are understood 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Supports the direction of the organisation through communication Understands own role in achieving the vision and goals of the organisation Works with energy and enthusiasm 	✓	