



Shetland *arts*

Job Profile

Role	Venue Technician - Casual
Department	Core Services
Competency Level	Officer/Supervisor
Rate	£22,772 - £27,326
Reports to	Production Manager
Responsible for	Supervision of Junior Technical Staff and Volunteers
Key Relationships	Support Team Customer Experience Team Outreach & Learning Team Commissioning Team Creative Project Programmers External Clients

Principle Aim

To assist in the coordination and delivery of all technical and back of house functions (including live events, recording sessions, cinema, broadcast and IT) in SADA managed and external venues, providing professional and customer-focused support. To supervise junior technical staff and volunteers and assist with staffing and scheduling for events when required.

To assist with the maintenance of all SADA operated facilities, ensuring a safe working environment. To work as part of a team that establishes an excellent reputation of service, quality, integrity and experience across all of Shetland Arts' activity including Mareel, Bonhoga Gallery, The Garrison Theatre, The Institute, online and any other space that SADA may use.



Functions and Responsibilities:

The following gives an indication of the functions and responsibilities that the post may involve. The exact nature of these functions and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

Section	Departmental
Asset Management Equipment Hire Event Management BoH Event & Exhibition Production Film Screening Delivery & Services Recording Studio & Services Rural Tour Support	Health & Safety Risk Assessments IT Infrastructure & Systems



What you will do:

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To deliver appropriate technical and backstage support across all venues, taking a multi-skilled approach to meet all technical requirements. To carry out regular duties such as venue preparation, load-ins and load-outs, technical operation at events and recording sessions.
2	To provide day-to-day supervision of casual technicians, junior technical staff and volunteers and assist with staffing and scheduling for events when required.
3	To develop an understanding in order to effectively operate all technical equipment in SADA operated venues, including non-production related systems.
4	To assist with the maintenance, replacement and acquisition strategy of all SADA technical equipment, including cinema and education resources, access and safety equipment, keeping up to date records and registers of all assets.
5	To monitor and report issues relating to the maintenance and repair of SADA operated venues, including their fixtures and fittings.
6	To assist with the preparation of the technical department's annual income and expenditure budgets.
7	To assist in the management of equipment hire and loan services operated by SADA, including health and safety requirements, providing invoice information to the Organisational Support Team.
8	To be responsible for all technical and backstage areas, ensuring they are kept tidy and comply with current licensing, fire and health and safety legislation.
9	To ensure that all day-to-day works and activities in own area of responsibility are undertaken within health and safety guidelines and regulations.
10	To support a situational learning environment in which there is an active culture of learning and continuous improvement across the organisation. To lead by example through your own personal and professional development.
11	To undertake such other responsibilities as shall be assigned from time to time by the Production Manager, Production & Facilities Lead and Chief Executive
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Competencies (Under Review)	
Attention to detail	<ul style="list-style-type: none">• Compares observations or finished work to what is expected to find inconsistencies• Questions items of data that don't look right• Works hard at getting it 'right first time, every time'• Does not take everything for granted; probes into detail• Sets an example to others so that their work improves• Remains aware and takes care of details that are easy to overlook or dismiss as insignificant
Commercial and Business Awareness	<ul style="list-style-type: none">• Understands parameters of own role and relationship to other departments• Displays an understanding of competitor organisations• Controls obvious costs in own area• Looks for cost savings in relation to own work• Uses a system to monitor and control costs and resources• Does basic cost / benefit analysis• Considers cost implications of any proposed change
Team Working	<ul style="list-style-type: none">• Supportive of the needs of others• Considers how own operational decisions can impact others• Provides input to help others to achieve their goals and solve their problems• Knows who the internal and external stakeholders are



Communication	<ul style="list-style-type: none">• Communicates face-to-face where possible• Asks questions of their team to confirm and develop understanding• Gives timely information to people who need it• Seeks views of others where appropriate• Uses information to support their point of view• Able to simplify and rephrase poor communication• Uses different communication media appropriately
Creativity	<ul style="list-style-type: none">• Understands the decision-making process• Adapts existing approaches to address new problems or situations• Makes realistic decisions regarding the best solution to pursue• Demonstrates a personal ability to apply creativity in problem solving• Discusses different aspects of problems to bring more structure in complex situations
Customer Focus	<ul style="list-style-type: none">• Develops customer relationships through anticipating needs and seeking feedback• Monitors targets and deadlines in line with quality standards and takes appropriate action• Develops an understanding of the underlying needs of customers to provide the best service• Responds to the needs and feelings expressed by customers whilst considering the needs of the organisation• Uses customer feedback to solve problems
Planning & Organising	<ul style="list-style-type: none">• Builds flexible plans• Draws up a course of action for self and others to accomplish goals• Adapts/modifies plans as situations demand• Looks ahead and plans accordingly• Plans different courses of action before acting• Consults others in the planning process to get the best workable plan• Thoroughly assesses importance of requirements and plans accordingly• Adjusts work assignment schedules for self or others to meet changing work priorities• Identifies and communicates priorities in line with organisation and customer requirements
Developing Others	<ul style="list-style-type: none">• Identifies individual development and training requirements and takes appropriate action to ensure they are met• Creates and uses on-the-job opportunities to develop team members



	<ul style="list-style-type: none">• Works with individuals to agree and follow their development plans• Gives regular feedback on performance and conduct leading to a wide range of agreed development actions• Identifies and responds to negative behaviour or conduct and acts in line with organisational policy• Encourages self-development and peer support throughout the team
Leadership	<ul style="list-style-type: none">• Willing to take responsibility for a problem, even if not obviously within own remit• Delegates tasks appropriately• Able to work independently and seek guidance when needed
Judgement and Decision making	<ul style="list-style-type: none">• Demonstrates confidence, and speed when necessary, in decision making• Uses judgement based on sound reasoning and experience to come to a decision• Makes timely decisions• Finds and uses all relevant available information• Decisions are usually correct, with hindsight• Makes necessary decisions even when information is limited or unclear



Person Specification

	Essential	Desirable
Personal features and qualities	<p>A creative team player</p> <p>Flexible, adaptable and responsive</p> <p>Organised and good at working to meet tight deadlines</p> <p>Willing to work flexible and/or unsociable hours when required</p> <p>A passion for accessible presentation of culture</p> <p>A passion for delivering high levels of customer care</p>	
Relevant experience	<p>A minimum of 1 year's experience in a live performance environment or within the events or TV/film production industry</p>	<p>Experience of work in a broad range of Theatre, Music and Arts venues</p> <p>Experience of volunteer supervision</p>
Education	<p>Educated to N5 level or equivalent in English and arithmetic</p> <p>Qualification in first aid or willingness to achieve within 6 months of appointment</p> <p>Willing to work towards relevant qualifications</p>	<p>HNC or equivalent in a Theatre related technical subject</p>
Skills, abilities and knowledge	<p>Excellent communication skills with the ability to relate to a range of audiences</p> <p>Ability to apply standards consistently</p> <p>Relevant technical skills</p>	
Other	<p>A proven commitment to equality, diversity and inclusivity</p>	<p>Current UK driving licence and access to own transport</p>