

POSITION DESCRIPTION		
Position Title: Operations and Technical Officer	Classification: Band 1 Level 4 Grade 9	Position Number: BHCC-EVT-08
Group/Area: Civic Centre	Reports to: Civic Centre Coordinator	Hours per week: 38 hours per week
Our Organisation: Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage city shared with visitors from around the world. Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork		
Council's refurbished Civic Centre is a multi-purpose facility that offers state-of-the-art technology, services and functionality and attracts visiting shows, exhibitions, conferences, meetings and events. The Civic Centre serves as the premiere hub of entertainment, community and business events and sets the service benchmark for all Civic events conducted by Council across other facilities in Broken Hill and the surrounding region. The Civic Centre team is entering an exciting new phase of event delivery, to continue its current growth trend. This team plays a pivotal role in ensuring Council is a leading partner with our community to achieve our vision of being known among the world's heritage cities, persistently on the forefront of remote community revival and resiliently transforming the Broken Hill economy to deliver diverse and equitable wealth. This position provides operational and technical support to the Civic Centre and broader organisation to ensure the success of the conferencing, business events, gala dinners, community events and performing arts activities of Council. The position holder requires a thorough understanding, competence, knowledge and skills in graphic design, contractor engagement, bar operations, lifting equipment, stage production, sound mixing systems, commercial electrical codes, plan and diagrammatic interpretation and lighting equipment. The vision for the Civic Centre is to be the "Premier venue in regional Australia delivering exceptional events".		
Special Requirements: • Current Responsible Service of Alcohol (RSA) • Must be available to work weekends, public holidays and school holidays • Hours to be rostered over a 7-day period (Monday – Sunday) • May be required to work outside of normal hours at external locations • Successful Federal Police Record and / or Working with Children Check may be required		

Key Stakeholders:

- General Manager
- Director Finance and Commercial
- Civic Centre Coordinator
- Other Civic Centre and Council employees
- Patrons and Customers
- Performers and Promoters
- Conference delegates and partners
- Contractors and suppliers
- Facility users

Reporting Lines:

- This position will report to the Civic Centre Coordinator.
- position will have no direct reports, however, will be required to oversee and support casual employees engaged in operations at the Civic Centre.

Duties and Responsibilities**You will use your professional skills and experience to:**

- Supervise building maintenance requirements of the Civic Centre including contractor access, maintenance and cleaning schedules and provide a clear conduit between the Civic Centre and relevant Council Departments.
- Oversee maintenance, WHS compliance inspections and implementation of WHS practices across the Civic Centre Stage and Production areas.
- Oversee technical issues with audio, visual and conferencing technologies that arise in the venue and provide a conduit for reporting and maintenance of these between Civic Centre and Information and Communication Technology teams.
- Provide leadership as the Head Technical Officer for Live Production events, overseeing the technical delivery of events, ensuring customer requirements are met to the highest standard possible, maintaining adequate stock levels of technical consumables and equipment, and mentoring and developing technical support staff.
- Oversee customer logistical requirements, including event bump-ins and bump outs, ongoing training and mentoring of team members to ensure customer expedited in a safe manner..
- Oversee equipment loan requests made, including planning and timely communication with customers.
- Coordinate bar operations including regular bar stocktakes, oversee and maintain products including pricing, stock levels, rotation, reporting and management to minimise wastage.
- Oversee Recycling programs undertaken at the Civic Centre.
- Oversee and support casual employees engaged at the Civic Centre; report any issues to the Civic Centre Coordinator.
- Coordinate security for functions including bookings, quotations and invoicing if applicable.
- Maintain stock levels of cleaning products associated with Civic Centre bar and kitchen areas and ensure up-to-date documentation is on file for these.
- Oversee Council-wide city activation initiatives, including lighting and projection requests, window and banner displays, and street sweeper promotions, ensuring the effective design, installation, maintenance, troubleshooting, and delivery of activations for Council programs, events, and supported initiatives.
- Oversee the safe operation of a counter weighted flying system.
- Remain informed about the conditions of use of Council-owned facilities, make judgements as to the safety and cleanliness, report as required to supervisor and direct staff and hirers to rectify unsatisfactory situations.
- Conduct general maintenance and cleaning on an ongoing and as required basis.
- Manage purchase orders.
- Undertake Responsible Service of Alcohol duties.
- Assist with clearing tables and bars, empty rubbish bins and keep venue clean during events and functions, when required.

- Proficient use of standard computer software programs and the ability to learn new specialised software.
- Provide leave coverage of core duties for the Operations and Technical Assistant as required.
- Maintain current knowledge of Council services, venues and events, publications and attend training to further industry knowledge as required.
- Ensure all allocated duties are completed in an effective and professional manner within timeframe specified.
- Act as an ambassador for the Civic Centre, the city and its tourism offerings.
- Undertake other duties within employee's skills, competency and training as required.
- This position has the discretion to remove any person or persons who jeopardises the safety of patrons at Council-owned venues.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolve Customer requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Being recognised for having a professional attitude towards customers.
- Having an ability to manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.
- Conduct other duties as required to support the Events team.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria

Essential:

- Certificate III in Live Production, Information Technology or similar.
- Current NSW Responsible Service of Alcohol (RSA) competency.
- NSW White Card – General Construction Induction Training Card.
- Current First Aid Certificate.
- Current Class C Drivers licence.
- A friendly, customer focused attitude with the drive to provide quality service delivery and customer satisfaction.
- Previous hospitality and/or entertainment industry experience with a particular focus on bar operations.
- Relevant knowledge in Live Production events and basic electrical principles.
- Strong interpersonal skills with an ability to liaise with a broad cross-section of people such as community members, tourists, performing artists and volunteers; including the ability to have difficult conversations.
- A high standard of personal professional presentation is required.
- Ability to work in a physically demanding role with correct manual handling techniques.
- Proficient use of standard computer software programs including the Microsoft Office suite of programs and Adobe Creative Cloud, with the ability to learn specialised software.
- Demonstrated ability to work with minimal supervision and as part of a high performing team.

Desirable:

- Diploma of Graphic Design and/or relevant experience.
- Previous experience in the supervision of staff.
- Experience in supporting shows, community events, conferences and business events.
- Basic beer, wine and spirits knowledge.
- Apply knowledge of Work Health and Safety requirements.
- Experience in and/or the ability to learn POS System and reconciliation.
- Working at Heights Ticket.
- Confined spaces ticket.
- Implement Traffic Control and Traffic Controller Ticket.
- Chief Fire Warden and / or Fire Warden accreditation.

Acceptance of Position Description		
Approved: General Manager	Signature: 	Date: 29/05/2023
<i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i>		
Accepted: Employee Name	Signature:	Date: