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| **Broxbourne Borough Council** | |
| **Job Title: Venue Technician (Sound Bias)** | **Job Ref: VT** |
| **Job Location: The Spotlight Theatre, Hoddesdon** | **Hybrid: No** |
| **Department: Customer and Communications** | |
| **Reports to: Theatre Manager** | |
| **Full time: 40 hours per week** | |
| **Grade: E40** | |
| **Alcohol restricted post: Yes** | |
| **Car: No** | |
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| **Values:**  The Council has adopted the core values of Teamwork, Innovation, Effectiveness and Respect (TIER).  The values and their underlying behaviours, demonstrate the Council’s commitment to providing excellent customer care, working in a joined-up way, showing respect at all times, and looking at innovative and forward-thinking solutions. | |
| **Summary:**  To provide effective technical and backstage service to the facility specialising in sound, but with knowledge and practical ability in Lighting, stage management, rigging and set building.  This role also includes an element of flexibility in assisting other departments to ensure the smooth running of the venue. | |
| **Duties and responsibilities:**   1. Liaise with hirers, artists and managers of incoming shows/events to ensure productions/performances and events are successfully operated and delivered to the highest possible standard. To assist the technical and operations manager to ensure compliance to agreed technical riders and the management of “get-ins” and “get-outs” of events where required. 2. To be responsible for the operation of lighting, sound, projection and stage equipment, with a focus on sound, for all functions and events at the Spotlight and at other Broxbourne facilities when required. 3. To ensure that all events run to schedule and liaise with the relevant departments when required. 4. Deliver a high quality service at all times, using initiative to make decisions that have an impact   upon the delivery of services.   1. To provide cover for the duties of the Technical and Operations Manager when necessary. 2. To undertake planned / preventative and reactive maintenance including, but not limited to minor repairs, installation and testing of equipment at the Spotlight and other Broxbourne facilities when required. 3. To assist with the appropriate training for staff & hirers in the operation and maintenance of technical equipment. 4. To ensure that all consumables, tools and equipment is stored in a safe and secure manner. 5. To carry out all agreed / appropriate and necessary maintenance and safety checks / inspections to guarantee the safety of the facilities staff and customers i.e. health and safety inspections, fire / smoke alarm tests etc. 6. To personally ensure that every effort is made to provide customers with the highest possible standards of service and customer care. 7. To work as an effective member of the team and to help develop and promote good teamwork. 8. To lead a small team to achieve the events specifications. 9. To personally comply with relevant health and safety legislation and related IMS procedures / work instructions. 10. To be a key holder and open and lock the building when required. 11. To demonstrate good communication skills and the ability to work flexibly. 12. To attend and participate in meetings as required. 13. To attend and participate in training activities, some of which may take place outside of normal working hours and to personally ensure that personal qualifications necessary for the undertaking of the role are kept up to date. 14. To qualify and maintain a first aid at work qualification. 15. Ensure the building especially the all technical areas are presentable at all times using in-house or external resources. 16. Be responsible for the safety of the public and staff at all times and ensure that all health and safety regulations and procedures are adhered to. 17. Be confident in the use and administration of the Spotlight’s ticketing and diary management systems to ensure events are logged correctly with all required information. 18. Effectively and efficiently deal with customer problems and complaints when on duty. 19. Work with and support the Managers with the smooth running of the venue ensuring that an efficient, effective, customer friendly and profitable service is provided that meets and exceeds customer expectations. 20. To complete key forms or use online systems for management of overtime, sickness/absence and annual leave when required. 21. To be aware of routine planned / preventative maintenance tasks / checks to ensure that the facilities are maintained to a satisfactory standard and operated in accordance with laid down procedures / manufacturer’s guidelines. To ensure that operational management team colleagues are trained appropriately with respect to key plant operations. | |
| 1. Assist the Technical and Operations Manager in the recruitment process of technical staff and the organisation of casual / agency staff as required for large events or functions. Develop and promote good customer service and teamwork in every interaction with clients and customers. To continually develop team members and recommend training and development opportunities. Build relationships with local recruitment agencies that can provide staff in advance and at short notice. 2. To assist in the implementation of the requirements of the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1992 ensuring compliance by all staff at all times. Specifically ensure compliance with key health and safety regulations including COSHH, Premises Fire Risk Assessments, Risk Assessments, PPE, PUWER, EAP’s and NOP’s, Safe Systems of work, Manual Handling, and other relevant legislation. To keep up to date with changing health and safety legislation and new systems of work. 3. Ensure all databases used within the facility are secure and managed correctly (Spektrix, Artifax) with bookings kept up to date with the correct contact details, signed contracts, hire forms, and any additional requests from hirers so that all departments have quick access to information. 4. To assist with the implementation of agreed business plans and carry out any actions required or instructed by the Front of House manager to ensure financial and community targets are achieved. 5. Work with all departments to continually innovate and implement new ideas that could benefit the venue or community from a financial, social, and operational perspective. 6. The post holder will work closely with the Council’s Digital Transformation team to continue to improve the quality of life for local communities and put local people at the heart of everything the Council does, continually driving forward customer service improvements throughout the Council. 7. Such other duties as may from time to time be necessary, compatible with the nature of the post. This job description will be reviewed on a regular basis and will, in consultation with the post holder, be adjusted / changed as necessary or appropriate in line with the developing nature of The Spotlight. | |
| **Diversity, Equality, and Inclusion (EDI)**  All staff must comply with the Council’s Policy on Equal Opportunities and undertake training to ensure the fair and equal treatment of all Council staff and customers. | |
| **Employment checks required for this post.**  The Council is required by the Home Office to carry out standard Right to Work checks for all employment under the Asylum and Immigration Act 1996. If you cannot produce Right to Work documentation or are unsure whether the documents, you have provide the necessary proof please contact Human Resources prior to your interview. | |
| **Employment of Ex-Offenders**  Broxbourne Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills, and potential. We therefore welcome applications from a diverse range of candidates. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, people will not be asked to disclose convictions which are ‘spent’ under the Rehabilitation of Offenders Act 1974. Having an ‘unspent’ conviction will not necessarily bar any individual from employment. This will depend on the circumstances and background to the offence(s). The Council abides by the Code of Practice for Registered Persons and other recipients of Disclosure information, copies of, which are available on request. | |
| **SAFEGUARDING**  All employees are responsible for ensuring the safety and welfare of children and vulnerable adults in the course of their daily duties. All staff are required to understand and adhere to the Council’s Safeguarding policies and procedures as they apply to their own role, to make referrals concerning child or vulnerable adult welfare to the Designated Child Safeguarding Officer, and to co-operate with other agencies around child protection investigations. | |
| **SPOKEN ENGLISH**  For public-facing roles involving regular telephone and face-to face conversations with the public, the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential in this post. | |

***For specific requirements for the post please see the Person Specification.***

***If you have any query please contract Human Resources on (01992) 785509 or hr@broxbourne.gov.uk***