Job Specification

Job Title: Theatre Technician

Location: Wyllyotts Theatre

Responsible to: Technical Manager

Responsible for: Casual Technical Staff (when acting as Duty Technician).

General Description

1. To act as a Technician operating sound/ lighting or working backstage during rehearsals and shows.

2. To assist the Technical Manager in the repair and maintenance of theatre equipment.

3. To complete maintenance logs for the entire building and assist with minor repairs and maintenance in the function rooms, café and general areas of the building.

4. To deputise for the Technical Manager or cinema projectionist in their absence once fully trained.

5. To liaise with incoming performers and hirers of the theatre auditorium.

6. To programme and check the weekly cinema programme in the absence of the cinema projectionist once training is completed

7. To occasionally act as a Duty Manager to cover absence.

Mission Statement

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

Aim

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

Our Values

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

Specific Duties

1. To act as Duty Technician in the absence of the Technical Manager.

2. Be responsible, in liaison with the Technical Manager, for all facets of the day to day operation of the theatre auditorium and backstage areas with particular emphasis on

excellent customer service which includes ensuring that the theatre is clean and safe for use by employees and the public.

3. To assist with: get-ins; get-outs; programming the lighting desk, operation of sound or lighting desk or follow-spot.

4. Be a key holder and responsible for the security of the building and its environs; the proper functioning of the alarms and the answering of alarm calls when the theatre is closed to the public, as required.

5. To be responsible for the completion of all operational checklists relating to the normal operation of the theatre and to attend promptly to routine maintenance matters as required.

6. To effectively perform all quality related tasks, as outlined in on-site operational procedures, including all financial procedures.

7. To assist the Technical Manager in the development, maintenance and improvement of systems management including staff rotas and paperwork for private hires of the theatre.

8. To carry out all other duties as required by senior management from time to time in accordance to the grading, skills and ability of the post holder. Including taking necessary action to maintain the staffing levels required for the efficient, effective and safe operation of the theatre.

9. To ensure confidentiality at all times in all matters relating to any work communication within the theatre and InspireAll.

10. Observe the InspireAll equal opportunities policy in all aspects of employment and service provision and in all dealings with staff and customers.

11. Attend staff training to maintain and retain appropriate specific qualifications.

12. To adhere to InspireAll positive attendance at work culture.

Skills, Knowledge and Experience

Essential:

All essential criteria are critical to the post and must be obtained within 6 months employment and maintained throughout employment.

- Some experience or training as a Technician.
- Basic understanding of either carpentry or electrics or plumbing or maintenance
- An aptitude for making good quality repairs to equipment.
- Flexible approach to working late evenings, weekends and occasional very long days.
- Demonstrate excellent customer service skills.
- Current First Aid at work qualification or ability to pass the qualification within the first six months of employment.
- Must be able to cope with a physically demanding role including working at heights.
- Excellent communication skills, both verbal and written.
- Ability to learn cinema film projection.
- Experience and ability to create, rig and program a lighting plan using generic and intelligent lighting.

Desirable:

1. Electrical qualification (City and Guilds).
2. Technical Theatre qualification.
3. Experience in a receiving house working with 'one-nighters'.
4. Experience working with community private hirers such as dance schools or local amateur dramatic companies.
5. Experience and an understanding of digital sound desks.
6. Experience and an understanding of the ETC ION lighting desk.

Complexity and Creativity

1. To be involved in resolving complex problems emanating from the day to day supervision and operation of the theatre. The applicant needs to be able to seek safe resolutions to problems and complaints to ensure the delivery of a high quality and safe leisure service.

2. To be a team player, able to work effectively with our bank of loyal casual staff.

3. Must be able to demonstrate and use appropriately effective communication skills.

Judgement and Decisions

1. Must be able to ensure that the building is safe when operational and be confident to take the decision to close down an activity/facility if it threatens the health and safety or welfare of the public or staff.

2. Must be able to successfully prioritise a demanding workload, balancing the day to day needs of the theatre and the maintenance needs of the rest of the building.

3. Need to be able to negotiate/talk to hiring customers in a sensitive manner ensuring that we have an understanding of their requirements but don't promise what we can't deliver.

Contacts:	Internal 50% External 50%
Method:	Face to face, by telephone or in writing. The Technician will be required to attend meetings and technical training sessions.
Internal:	
Technical Manager	Regular liaison to meet agreed performance.
Theatre Management Team:	
All other Staff:	Some liaison with front-of-house staff.
External:	
Theatre Customers:	Deal with telephone, written and personal enquiries in the absence of the Technical Manager.
Suppliers/Contractors:	Liaise with contractors/visitors on site.

Special Features

A flexible approach to working hours is required. The Technicians are often required to work longer than the standard 8 hour day and are regularly required to work Friday or Saturday and Sunday evenings often finishing late. To meet the needs of private hirers you may occasionally be required to work a six day week. Time off in lieu is given for any overtime worked. Annual leave cannot be taken during the busy pantomime run from end of November until mid January. Technical work inevitably involves working at heights and some lifting and moving of equipment.

Other factors affecting the post of Technician

1.	**Hours of Work:**	39 hours per week
2.	**Grade:**	
3.	**Salary:**	
4.	**Notice Period:**	As detailed in the Statement of Particulars
5.	**Holiday Entitlement:**	Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and **includes the 8 bank holidays at present legislated for each calendar year.** All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons. Annual leave entitlement at present is: On commencement with HL 29 days After 1 year continuous service with HL 30 days After 2 years continuous service with HL 31 days After 3 years continuous service with HL 32 days After 4 years continuous service with HL 33 days After 5 years continuous service with HL 34 days
6.	**Pensions choice:**	Options are:
		(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time. Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded. Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.
		(ii) The purchase of a personal pension.
7.	**Location:**	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.
8.	**The Rehabilitation of Offenders Act 1974:**	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.
9.	**Other Duties:**	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification
10.	**Leisure Benefits:**	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.