



Shetland *arts*

Job Profile

Role	Venue Technician - Casual
Department	Core Services
Competency Level	Officer/Supervisor
Rate	£26,918 - £31,883
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.



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



Competencies (Under Review)	
Leadership & Management	<ul style="list-style-type: none">• You set clear expectations for your team and/or colleagues• You delegate tasks appropriately• You give constructive praise and feedback on performance and conduct
Communication	<ul style="list-style-type: none">• You ask questions of your team and/or colleagues to ensure understanding• You provide information accurately and in plenty of time to support delivery• You actively seek input from colleagues and/or team to improve delivery
Customer Focus	<ul style="list-style-type: none">• You use customer and/or client feedback to inform and influence organisational improvement• You look ahead and anticipate the needs of your customers and/or clients• In the moment you can balance the need of your customers and/or clients with needs of Shetland Arts
Planning & Organising	<ul style="list-style-type: none">• You look ahead over the short term and make appropriate plans for yourself and others to achieve goals• You adapt and modify plans as required by the situation• You consult broadly to ensure you have the best plan
Team Working	<ul style="list-style-type: none">• You understand the impact of your decisions on your team and/or colleagues and communicate them effectively• You advocate for your team and/or colleagues to ensure they have what they need• You encourage your team and/or colleagues to work collaboratively
Organisational Awareness	<ul style="list-style-type: none">• You understand how your role contributes to the wider organisation• You look for and action cost savings in your area of work• You make decisions based on relevant information and facts



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>