

# POSITION DESCRIPTION

**Position:** Technical Delivery Coordinator

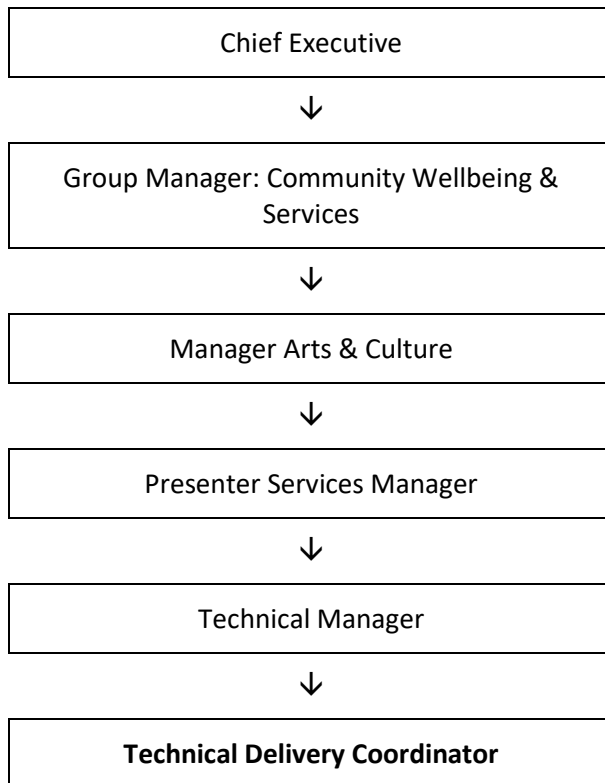
**Team:** Toitōi Hawke’s Bay Arts & Events Centre

**Group:** Community Wellbeing & Services

**Responsible To:** Technical Manager

**Responsible For:** Nil

**Organisational Context:**



## **Tirohanga Whānui - Council's Vision for the Community**

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

## **Kaupapa Mātāmua - Our Organisational Mission**

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

## **Ngā Uara – Our Values**

### **Te Mahi Tahi - Working Together**

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

### **Mana Tangata - Respecting Others**

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

### **Te Whakaaweawe - Making a Difference**

- We strive for excellence
- We are all accountable
- We serve our community with pride

### **Oranga Tangata - Supporting Wellbeing**

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

## **Working effectively with Māori**

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

## **Context**

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

## **Purpose of Position**

**This role is part of the Community Wellbeing & Services Group. The Group includes Libraries, Community Centres, Sports Centre, Aquatics Hastings, Social & Youth Development, Toitohi Hawke's Bay Arts & Events Centre, Hastings City Art Gallery and Senior Housing.**

**The purpose of this position is to deliver efficient and effective technical services to clients of Toitohi Hawke's Bay Arts & Events Centre. To provide the best level of customer service at all times working with a professional attitude, enhancing our relationships with the client, and the community.**

**This can be achieved by:**

- **Customer Service**
- **Production Services**
- **Technical Coordination**
- **Equipment Repairs and Maintenance**
- **Key Corporate Responsibilities**

## **Other**

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
  - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
  - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
  - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

**Key work areas for which this position will have a lead responsibility are:**

**Customer Service**

- Deliver effective customer care through customer focused interactions, and a willingness to take responsibility, make decisions and meet customer expectations
- Actively monitor and liaise with customers in order to enhance their event and facilitate the customer's needs
  - Engage with customers to facilitate feedback at the end of the event and report feedback to the Technical Manager
  - Meaningful long term relationships with clients and stakeholders are developed and maintained

**Production Services**

- Design creative solutions and effects to enhance the client's production.
- Equipment is used effectively and safely to meet or exceed client's needs.
- Set up and operate technical services as requested, providing specialist advice to client to achieve this best.
- Guide casual and contractor staff assigned to the event. Including task allocation, time management, best practice of task and their general health and safety.
  - Health & Safety is considered at every event. Facilitate the provision of event safety plans including risk assessments, ensuring these are adhered to and any resulting concerns/issues are raised immediately with the Technical Manager.
- Reduce any issues introduced by 3rd parties
  - Clients feel that their vision for the production were supported and uplifted by the expert input of the technical team.
- Service delivery of events run to schedule, plan and budget. Alterations to cost are communicated to client at the time of changes being made.
  - All personnel working on events complete a Health and Safety and venue induction, including awareness of potential hazards. Customers/contractors are made aware of safety standards and these are adhered to at all times
  - Problems or potential problems are identified, managed and communicated in a timely manner

**Technical Delivery Coordination**

- Provide quotations for quantities and costs of services.
- Technical Theatre work experience and training opportunities for students and community volunteers are developed alongside the Technical Operations Coordinator with the intention of up skilling local clients and building the casual pool.
- Assist in allocating and delivering required technical resources as required by client
- Complete show reports service orders and ensure any actions are completed
- Continually monitor and improve systems, methods and efficiencies.
- Technical service delivery of events run to schedule and plan
- Students and community receive opportunities to develop skills.
- Show reports are accurate and timely
- Quoting events

## Health & Safety

- Deliver event Health and Safety plans for Events & Tech
- Manage Health & Safety of Technical Contractors
- Health & safety considered and documented at every event.
- Provide health and Safety inductions to Clients, Contractors and Staff
- Building and equipment hazards identified, reported, scored and monitored according to HDC process.
- Health & Safety plans are satisfactory and provide all information required
  - All Health & Safety paper work is completed and checked on a regular basis
  - All contractors are aware of risks at Toitoti and follow our H & S plan
  - All clients have full comprehension of risks at Toitoti and are fully inducted into the building
- Assist Technical Operations Coordinator in assuring the Hazard register is up to date and monitored on a regular basis
  - Risks are identified and reported in vault and to those concerned

## Equipment Repairs and Maintenance

- Assist the asset maintenance programming.
- Carry out equipment repairs and maintenance in line with safe working practices.
  - Building and equipment hazards are regularly identified and reported through correct channels
  - Equipment is stowed in a manner that does not impact its life span
  - Equipment replacement recommendations are reported to the Technical Operations Coordinator.

## Important Functional Relationships

### External

Customers  
Suppliers  
Contractors

### Internal

Toitoti & HCAG Team  
Events Manager  
HDC Health & Safety

### Committees/Groups

ETNZ  
Hawke's Bay Arts Festival

## **Person Specification**

### **Qualifications**

- Relevant tertiary qualification to Diploma level or a minimum of 3 years' experience as a theatre technician in a venue, conference centre or festival
- Current Full Drivers Licence
- Working at Heights Qualification

### **Knowledge/Experience**

- Proven experience and skills in Audio / AV / Lighting / Mechanical
- Well-developed written and oral communication skills
- Sound organisational skills with the ability to manage multiple projects and prioritise tasks and initiatives from conception to completion
- Ability to work on own initiative and within a team structure
- Sound PC skills with the ability to use Microsoft packages at beginner level

### **Key Personal Competencies**

- Management skills
- Teamwork/collaboration
- An understanding or willingness to learn tikanga Māori
- Able to build stakeholder and team respect
- Decisive and respected advisor

### **Personal Attributes**

- Collaborative
- Straight forwards
- Decisive
- Engaging
- Focused
- Sense of humour