

Job Description

Technician and Duty Manager (25 Hours per week)

Each week this breaks down as follows:

- **As Technician:**

Hours: 18 hours a week (with the potential for more)

Salary: £11.59 per hour

- **As Duty Manager:**

Hours: 7 hours a week (with the potential for more)

Salary: £12.47 per hour

Overall Responsibilities

As Technician...

- To provide support to the Technical Manager
- To assist with the staging of Arts and Leisure Events within Haverhill Arts Centre and at other sites within Haverhill.
- To act as Cinema Projectionist at Haverhill Arts Centre

As Duty Manager...

- To act as Front of House team leader for performances, events and functions.
- To assist with the staging of arts and leisure events at other sites within Haverhill.
- To undertake event management at Haverhill Arts Centre with responsibility for the operation, supervision and security of the building as required.

Key Responsibilities & Activities (Technician)

- To rig and focus lighting, sound and Audio-Visual equipment as required.
- To help ascertain the requirements of the users of the Arts Centre and all incoming artists/companies to ensure that the space is suitably prepared and that all technical requirements are appropriately and efficiently met.
- To ensure a seamless and excellent visitor experience is always achieved.
- Working closely with colleagues, helping develop creative, integrated solutions in planning and organising logistics related to events, performers and other personnel.
- In conjunction with the Technical Manager, to undertake seating turnarounds and to get in, fit up and get out sets and props as required.
- To undertake lighting and sound design as required.
- To assist with sets, cloths props and special effects as required.
- To act as Cinema Projectionist.
- To operate audio equipment during events.
- To operate lighting equipment during events.
- To operate visuals equipment during events.
- To over-see any casual or visiting staff working in space.
- To be available for production meetings, rehearsals, technical rehearsals, get-ins, get-outs and performances as required.
- In conjunction with the Technical Manager to ensure that all equipment is properly looked after, stored and maintained and to keep good records there of.
- To ensure the space and its storage areas are kept in a clean, tidy and organised state at all times.
- To be a key-holder and be on an out of hours emergency call-out list.
- Open/close the venue.
- To ensure the safe and efficient operation, maintenance and repair of the internal fabric and plant of the venue, and that all activities comply with Health and Safety practices and to notify the Operations Manager of any Health and Safety issues that arise.
- Responsibility for the safety of all users of the venue and to liaise with the operations team in this respect.
- Be prepared to undertake training both on and off site as is required.

Key Responsibilities & Activities (Duty Manager)

- Ensuring the safety of the public and monitoring Haverhill Town Council's adherence to Licensing and Health & Safety regulations.
- Working as part of a team to ensure that customers' experience of Haverhill Arts Centre and Haverhill Town Council is of the highest quality and ensuring our venues and services are open and accessible to all.

- Recognising the importance of the safety and wellbeing of staff, volunteers and contractors during shifts and fostering an inclusive and communicative working environment.
- Liaising with technical staff, and representatives of visiting performing companies, to ensure performances operate smoothly and on time.
- Ensuring that hire and performance spaces are suitably locked/unlocked, prepared and tidied, and storage areas remain organised. This element of the job role includes lifting and carrying a range of furniture and equipment.
- Maintain a working knowledge of building facilities and equipment including fire and burglar alarm systems. Maintain a working knowledge of the Haverhill Town Council's IT systems including the box office and booking applications.
- Communicating regularly, and in a timely fashion, with senior managers of any issues that may arise such as those involving Health and Safety, customer complaints, staffing issues and financial irregularities.
- To assist with other duties as required, including working with the box office, catering, outdoor events and technical departments.
- Such other reasonable duties as might be expected for this role

Specific Responsibilities

Staff

When acting as a Duty Manager the Supervision of staff including those working in the bar/box office plus any ushers whether employed or voluntary.

Financial Matters

When acting as a Duty Manager maintaining security of:

- a. The Haverhill Arts Centre building.
- b. Cash and Card facilities.
- c. Catering and bar stock.
- d. Equipment.
- e. Keys and electronic locks.

Technical Areas

Tidiness of Projection Room, Tech Room and spaces including storage areas

Other Areas

Licensing:

- a. Prevention of crime and disorder.
- b. Public safety.
- c. Prevention of public nuisance.
- d. Protection of children and vulnerable adults from harm.

Contacts

Internal

All Town Councillors
All staff of the Town Council

External

Representatives of external bodies
Borough Council Officers
General Public.
Safety of the general public.
Visiting company performers and staff.
Hirers, customers, visitors and audiences.
Door supervisors.

Features Requiring Creativity, Innovation or Decision Making

Customer care
Time and resource management

Working Conditions

Please note that Haverhill Town Council actively promotes a non-smoking working environment by enforcing smoking bans in all buildings it occupies.
Regular evening and weekend work

Person Specification

Technician and Duty Manager

Essential	Desirable	How Tested
Must be over 18 at the time of application and must have the right to work in the UK.		ID Document
Qualifications		
Good standard of written English to GCSE or equivalent level	Fire Marshal, First Aid, Food Safety Certification.	Application form/interview
Good standard of maths to GCSE or equivalent level		Application form
An understanding of the health and safety responsibilities of a Duty Manager.		Application form/interview
Experience		
Direct experience of lighting, sound and Audio-Visual rigging and operation	Training in Technical Theatre. Experience of lighting desk programming QLab Experience	Application form/interview
Health & Safety awareness/training	Trained in use of ladders and working at heights. First Aid at Work Certificate	Application form/interview
Customer-focused experience	Customer Care NVQ2 level or equivalent	Application form/interview
Experience of working in a public venue.	Previous experience of event management and bar work.	Application form/interview
Previous experience of being responsible for the locking/unlocking of a building and knowledge of fire drills/evacuation procedures		Application form/interview
Ability to lead a team and experience of staff supervision		Application form/interview
Special Aptitudes		
Able to demonstrate mobility within town	Access to transport	Interview
Ability to work evenings or weekends and unsociable hours		Interview
Ability to work as part of a team or unsupervised.	Previous experience of office work	Application form/interview
Ability to act quickly and efficiently to solve operational problems under pressure.		Application form/interview
Excellent communication skills with a bright, polite and friendly manner.		Application form/interview
Reliable and well organised		Application form/interview
Clean and smart appearance		Application form/interview
Accuracy and attention to detail		Application form/interview