

## POSITION DESCRIPTION

Position Title:	Technical Operations Manager
Department:	Programming
Contract Term:	3-year Contract
Reports to:	Head of Presenter Services
Direct Reports:	Head Technicians, Senior Technicians, Casual Technicians, Theatre Maintenance Contractors
Significant Working Relationships:	Internal: Programming, Visitor Services, Precinct Facilities services, Gallery technicians. External: Technical & production personnel from varying stakeholder groups ranging from Presenters, Hirers, Artists/Creators, Community stakeholders, other venues and suppliers
Decision Making/Purchasing Authority:	Purchasing within delegated limits of authority. Spending of approved and allocated funds. Budget control and reporting. Actions relating to WH&S compliance. A good overview of asset management (replacement, acquisition maintenance contracts).
Special Conditions:	A minimal amount of out of hours work may be required, as well as attendance at performances and other events.
Updated:	September 2019

## ORGANISATIONAL OVERVIEW

### HOTA, Home of the Arts.

Surrounded by parklands and a lake with Surfers Paradise as the backdrop, Home of the Arts is your place for live performances, lake-side strolls, star-gazing, cinema-watching, art and new-ideas. There's a unique outdoor stage for live events and a refreshed cafe for relaxing and connecting. Plus, all your favourites, like our cinemas, theatres and gallery.

Discover art—indoors and out. HOTA is that kind of place—where art meets life.

HOTA's brand-spanking new outdoor stage is like no other. It's at the heart of HOTA and will be a magnet for world-class artists. We believe in community, conversation and creativity, so when we're not presenting amazing live performances, we'll bring the parklands alive. Experience dance or yoga on the green, parkrun around the lake and our popular Sunday farmer's markets, all in one place.

HOTA is the home for all things creative. A home that brings people together where ideas are transformed into real life experiences. A place where art makes the world a better place.

### Our future is bright

We're building momentum for a richer, deeper arts and culture experience for the Gold Coast. There's so much more to come at HOTA, Home of the Arts. [hota.com.au](http://hota.com.au)

## HOTA Responsibilities

Our work is carried out in line with our HOTA Values:

- **ART** – We are champions of art and believe in its power to unite, challenge, transform and delight. That’s why it is at the heart of everything we do.
- **CITIZENSHIP** – We proudly contribute to our community and take seriously our role as custodians. We are global citizens.
- **CURIOSITY** – We are genuinely interested, constantly inventive and always learning. That’s how we innovate.
- **INTEGRITY** – We do the right thing, work as one and lead by example. Every time.
- **GENEROSITY** – We are welcoming hosts, open collaborators and passionate about artists and community. We are better together

Every role at HOTA is individually accountable for meeting our health and safety obligations through:

- Acquiring knowledge of health and safety issues;
- Understanding operations and associated hazards and risks;
- Ensuring that appropriate resources and processes are used to eliminate or minimise risks to health and safety;
- Implementing processes for responding to information about incidents hazards and risks; and,
- Establishing and maintaining compliance processes; and,
- Verifying the provision and use of the resources mentioned in the steps above.
- Taking reasonable care for your own health and safety;
- Taking reasonable care that your conduct does not adversely affect the health and safety of others;
- Complying, so far as you are reasonably able to, with instructions given for WHS;
- Cooperating with reasonable WHS policies or procedures that have been notified to you

Our Priorities at work

- Strong interpersonal and communication skills to engage and build communities
- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment
- Passionate about art and driven by the opportunity to educate, raise awareness and tell stories
- Dynamic caring and curious with a commitment to excellence, experience and innovation

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training

## DEPARTMENT OVERVIEW

The Technical Department is an in-house function of HOTA capable of delivering full facilities for traditional style theatre productions to corporate functions & events across a range of versatile venues. The department is charged with ensuring the day to day technical operations of the precinct are delivered at the highest level and to industry standard.

## POSITION OVERVIEW

To lead the HOTA Technical Department in the delivery of industry standard technical services as required across a multi-venue precinct. At its core, the role ensures the effective resource management of the department, in a framework that requires the monitoring and completion of process driven deliverables such as rostering authorisations and oversight, and asset management and maintenance planning. The right

person for the role will understand the importance of creating a culture that prioritises safety first and instils well-being principles across a team of full timers, casual employees and contractors.

From time to time there is further scope to support the organisation in the development and delivery of projects designed to contribute to the continuous improvement of the department and growth of the organisation.

### KEY RESPONSIBILITIES

- Provide leadership, coordination and supervision of HOTA Technical Department technicians, including the week to week HR and administrative responsibilities inherent in managing a team of staff.
- Have oversight of the department rostering to ensure cost effective and efficient scheduling to clients, and that department maintenance and training needs are met. This process includes daily approvals of completed shifts using HumanForce rostering program.
- Working with the Technical Heads of Departments (Audio, Lighting, Staging), use the department skills matrix to identify casual pool resource needs in a fluctuating environment and/or necessary training requirements. This may lead to the identification of traineeship or professional development opportunities. A full time learning and development coordinator is employed at HOTA to provide support of these programs.
- Ensure the Heads of Department maintains their asset management plans and ensure maintenance requirements are actioned and future infrastructure upgrades identified and planned for.
- Represent the Technical Department as an integral internal stakeholder at HOTA and maintain effective and ongoing relationships across the organisation.
- With a can-do attitude to the role, participate as an effective and willing team member.
- Proactively lead regular conversations (eg weekly meetings) with the Production Team to identify and evolve processes that impact the delivery of technical services and ensure best practice. The Production Team are the client facing role that manages the relationship with Clients on behalf of the technical department.
- Monitor and prepare financial reports to ensure compliance with budget constraints and targets.
- Facilitate administrative duties across the different technical areas to establish the level of services required. For example, ensuring department policy's, procedures and housekeeping standards are maintained and implemented to professional industry standards as they relate to the department.
- Ensure the operations across the technical areas are underpinned by current WH&S procedures as determined by industry standards, legislation and operational needs.
- Other duties as necessary to ensure effective and efficient operations in line with the needs of the organisation, within limits of the employee's skills, competence and training.

### SELECTION CRITERIA

- Demonstrated knowledge and understanding of the technical theatre operations inherent in a performing arts venue and/or cultural precinct.
- Proven success managing high performing teams.
- Project management and/or other experience working autonomously to meet and self-manage rolling timelines across a range of responsibilities.

- Demonstrated competence using business systems to manage resources in a venues and/or event environment.
- Demonstrated ability to implement policies and procedures and participate and contribute to continuous quality improvements.
- Demonstrated understanding of best practice in delivering safe working environments for live performance & events; and understanding of the practical and legislative requirements to manage health and safety & EEO issues.

**POSITION ENQUIRIES**

Enquiries in relation to this position should be directed to:

People and Culture Advisor  
employment@hota.com.au