

# Epsom & Ewell Borough Council

## Role Profile Template

<b>Role Title:</b>	Playhouse Theatre Technician
<b>Job Family:</b>	Service Delivery (G10)
<b>Service:</b>	Venues, Playhouse
<b>Location:</b>	Epsom Playhouse
<b>Reporting To:</b>	Technical / Production Manager (Epsom Playhouse)

<b>Role Purpose:</b>	To provide effective service delivery to community and professional companies from the Technical Department of Epsom Playhouse
<i>Why the role exists and its contribution</i>	As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture

### Main Duties and accountabilities

<b>Service Specific</b>	<ul style="list-style-type: none"> <li>• Procedures/practice</li> </ul> <p>To provide a professional level of technical service for professional companies and community users at the Playhouse</p> <ul style="list-style-type: none"> <li>• Single/multiple tasks</li> </ul> <p>To rig, operate and de-rig lighting, sound, stage and AV equipment for rehearsals and performances</p> <p>To train visiting amateur companies to work in an efficient and safe manner</p> <p>To design lighting and sound or staging, flying and scenic presentation for visiting companies and in-house productions as required</p> <p>To act as stage manager and/or stage crew for visiting companies and in-house productions as required</p> <p>To work alongside visiting company crews for fit-ups, rehearsals, performances and get-outs, working for their tech leads</p> <p>To deputise for other Technical Department staff in their absence</p> <ul style="list-style-type: none"> <li>• Operation of equipment, plant and machinery - the level of precision, speed and expertise required</li> </ul> <p>To program and operate as required the lighting desk for professional and community productions including softpatching, and patch incoming</p>
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equipment into Playhouse systems. Professional companies expect expertise in this at all times – 95+% precision, at speed appropriate to one-day theatre schedules

To rig, patch and operate all sound equipment in the Playhouse, and conduct soundchecks in a timely and professional manner, on schedule. 95+% accuracy expected.

Rigging and operation of Playhouse flying systems for rehearsals and performances including all safety considerations. 95+% accuracy expected.

- Working in awkward/constrained positions

Loading/unloading of vehicles, working around/within/beneath pieces of scenery/set, working at height and in the grid, working fly floor duties. All can involve constrained/awkward work. Usually 0-1 hour per occasion, 0-2 occasions per day but can be longer

- Physical effort – e.g. lifting/carrying, pushing/pulling, standing/walking, rubbing/scrubbing/digging - the time spent on each activity per day and the level of demand.

Loading/unloading of vehicles – manual handling of equipment, cases and scenery.

Construction of scenery, assembly of lighting/sound rigs

Variable demand, 0-2 hours average per session, 0-2 sessions per day. Maximum of 3 x 4-hour sessions per day for scenic work on pantomime, up to 6 (rarely 7) days per week

Can involve multiple-person lifting of heavy equipment

General duties of the Technical department can require staff to be 'on their feet' for periods of up to 4 hours at a time. Pantomime can extend these hours.

- The level of mental attention (both visually and by listening), including the length and frequency

To integrate visiting companies' equipment into Playhouse systems with mains and data/audio/video connections as required 0-3 hours per occasion, 0-3 occasions per day

To operate lighting and sound equipment for rehearsals and performances – critical operation, high concentration, 0-4 hours per occasion, 0-3 occasions per day

- Development or procurement of information systems

Not applicable to this role

- Production or processing of information, including frequency and level of accuracy, care, confidentiality, security required in

handling information

To liaise with incoming companies as required to ascertain their technical requirements and discuss possibility/options of achieving them within the Playhouse. As required when Technical Manager is absent (absence, leave or not on shift), high accuracy and care required.

- Responsibility for equipment, buildings, premises, external locations Nature of responsibility, e.g. cleaning, maintenance/repair, security, adaptation/development, design, procurement or disposal

To supervise casual staff and work experience placements

To supervise technical staff from amateur and professional companies

To train casual technical staff in conjunction with the Technical Manager

To maintain building security when working late or no Duty Managers are present

To maintain security and safety with pyrotechnics, firearms and other weaponry.

To ensure appropriate use and treatment of Playhouse technical equipment by staff and incoming companies.

To maintain adequate levels of stock for consumables by notifying the Technical Manager

To maintain theatre production equipment as required including PAT testing for production lighting, and maintaining records as appropriate.

To undertake fault-finding, trouble-shooting of Playhouse equipment and the integration of visiting companies' equipment into the Playhouse

To perform simple first-line building maintenance.

- Time spent working outdoors of the working day or shift, including exposure to weather and protective clothing required

Not appropriate to this role

- Level and frequency of exposure to verbal abuse, aggression or anti-social behaviour.

To assist with customer or company complaints in an appropriate manner. Verbal abuse or aggression rare but not unheard of from technical contacts but technicians are on rare occasions asked to assist with offensive members of the audience

<p><b>Generic Duties</b></p>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To deliver effective front line services to the public</li> <li>• To be a presence in public areas/venues within the Borough of Epsom &amp; Ewell.</li> <li>• To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors</li> <li>• To confidently communicate with the general public.</li> <li>• To ensure compliance with and enforcement of any specific legislation.</li> <li>• To assist in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations</li> </ul>
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<p><b>The key decision making areas in the role</b></p>
<p>The need to exercise judgment or decision making .The extent of instructions/guidance followed and the level of detail available. Discretion in decision making including unexpected problems/situations</p> <p>Acceptance or rejection of technical installation, including lighting and sound rigs and their components, and scenic &amp; flying pieces, with regard to Health &amp; Safety, per Playhouse technical policy and current H&amp;S guidelines.</p> <p>Rigging and installation of technical equipment per plans sent by visiting companies, and adaptation of those plans to work within the Playhouse.</p> <p>Assessing and supervising the use of weapons or pyrotechnics on our stage</p> <p>Organisation of workload and priorities</p> <p>Organise own workload to ensure visiting companies' schedules are met and there are no delays to the shows.</p> <p>Organise workload for casual technical staff as appropriate to show requirements.</p> <p>Organise workload for work experience students as appropriate to placement requirements and young workers legislation</p> <p>Interruptions which make attention or concentration difficult.</p> <p>To be 'on call' to all visiting company staff at all times while on shift. To multi-skill and be available to all departments throughout the shift.</p>

The accessibility of colleagues and managers for consultation/advice

Usually working with one other member of Technical Department on most shifts. To take full responsibility for the Technical Department during shifts on which the Technical Manager is not present, shifts where the second tech staff is a casual staff member, or shifts where only 1 technician is on duty

Information handling

To maintain adequate and appropriate records of statutory maintenance work

Developing plans or strategies

Specification of new equipment and formulation and instigation of working practices, in conjunction with the Technical Manager

### **Customers and contacts**

Knowledge of other service areas within the Council/Authority

To be aware of the services at, and be able to recommend, other venues within the Council as appropriate

Contact with clients/customers. The needs of clients/customers for whom responsible

To be the first contact-point for all technical users of the Playhouse, dealing with requests or information, or referring to the correct area as appropriate.

To know the requirements of regular, repeat-booking Playhouse users

<b>Dimensions of the role</b>	
<b>Financial</b>	<b>Non-financial</b>
<ul style="list-style-type: none"> <li>• Personal and shared responsibility for income generation or expenditure budgets</li> </ul> <p>Responsible for care and maintenance of theatre production equipment, approx. value £350,000.</p> <p>Shared responsibility for recording of hirer's usage and technical income, and appropriate expenditure of Technical Budget</p> <ul style="list-style-type: none"> <li>• Setting or monitoring targets or budgets and their value</li> </ul> <p>Not applicable</p> <ul style="list-style-type: none"> <li>• Accounting for or handling expenditure or money</li> </ul> <p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Emotional stress from the circumstances or behaviour or people</li> </ul> <p>To maintain a polite and professional manner in an industry known for highly-strung individuals and high-pressure, time-critical situations</p> <ul style="list-style-type: none"> <li>• The impact of your decision making on customers</li> </ul> <p>To consider all technical, artistic and safety decisions, with regard to altering the intended performance</p> <ul style="list-style-type: none"> <li>• Health and safety of customers</li> <li>• Implementing and enforcing regulations</li> </ul> <p>To supervise and enforce H&amp;S working practices on visiting crews, both community and professional, for the safety of Playhouse staff, visiting crews and artists.</p> <p>To enforce H&amp;S policy and guidelines on rigging and use of equipment</p> <p>To maintain safety of the general public with respect to equipment rigging, dB levels, pyrotechnic use, lasers etc</p> <ul style="list-style-type: none"> <li>• The supervision and management of employees, including number</li> <li>• checking and evaluating work of others</li> <li>• provision of training, development and guidance</li> </ul> <p>To supervise, train and manage the Playhouse casual staff (10-15 members, max 4 on site at once)</p> <p>To supervise, advise and assist amateur / school technical crews, and work experience placement students</p>

# Person Specification

<b>Qualifications and Training</b>	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Formal qualification in Technical Theatre	D	x	
Other technical qualification – electrics, sound recording etc	D	x	
<b>Knowledge and Experience</b>			
Customer services experience	D	x	x
Previous experience in technical theatre – min 2 years	E	x	x
Knowledge of computer lighting control – Playhouse’s system preferred	E	x	x
Experience of mixing live sound & conducting soundchecks	E	x	x
Experience operating hemp flying	D		x
<b>Skills</b>			
Problem solving	E		x
Creativity	D		x
Analytic skills	D		x
Caring or training skills	N/A		
Training/development/motivational skills	D		x
Communication skills – written and oral	D		x
Working under pressure and to deadlines	E		x
<b>Additional Requirements</b>			
Ability to work at height	E		x
Ability to work flexible shifts, evenings/weekends/Bank Hols / antisocial hours	E		x