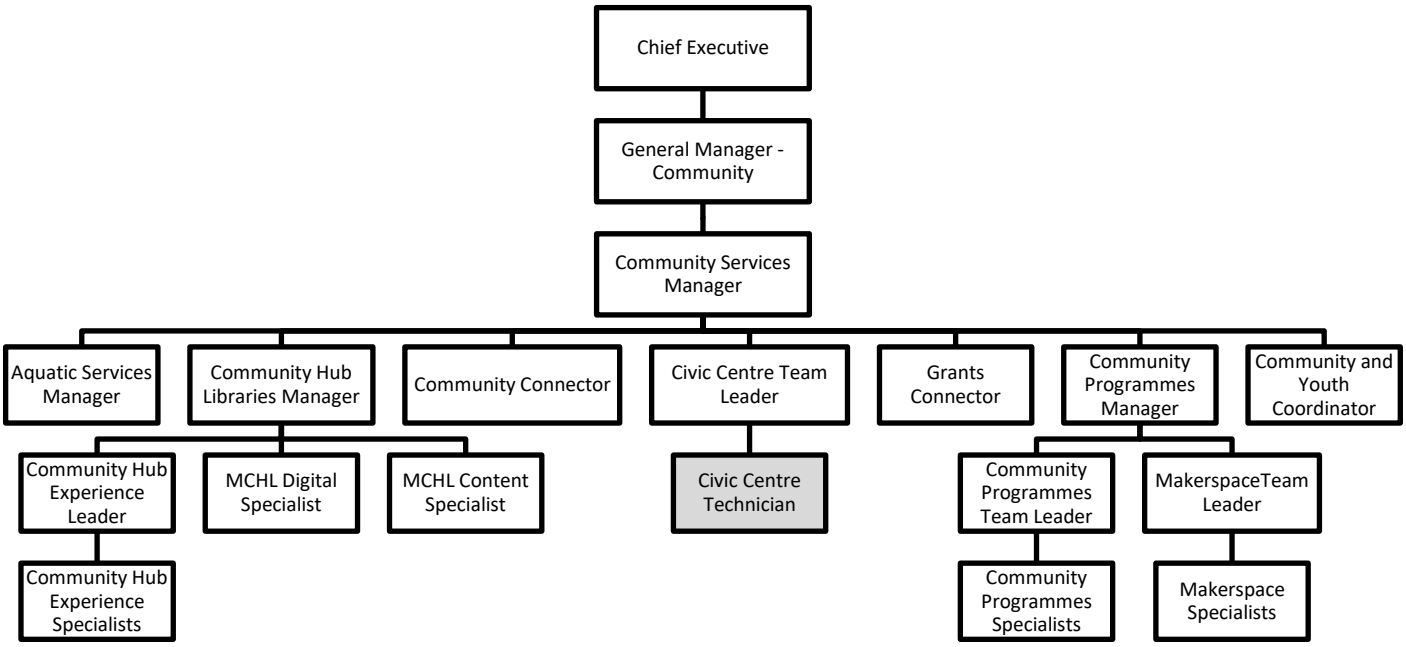
JOB PROFILE

Job title	**Civic Centre Technician**
Area	Community
Reporting line	Civic Centre Team Leader
Job purpose	Provide safe, reliable technical support for the Feilding Civic Centre and help community groups use its spaces and equipment effectively. Train and mentor local volunteers to operate suitable sound and lighting equipment safely, building community capability and reducing the technical support costs for groups using the facility.
Location	Civic Centre, Manawatū District Council, Manawatū Community Hub Libraries, Other locations as required

Reporting relationship



About us

Here at the Manawatū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawatū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The Civic Centre Technician supports the safe delivery of community activities, meetings, performances and events. They plan and operate the venue's technical systems, undertake venue and event set-up, changeovers and pack-down, and provide practical support to customers, performers and production teams.
A core part of the role is training and mentoring staff and local volunteers to undertake suitable venue and technical duties over time. This builds capability for routine activity and enables volunteers to support their community and helps reduce the cost of using the facility for community groups, while maintaining safe standards and appropriate supervision.
The Technician inspects and maintains Civic Centre assets, equipment and venue systems within their competence, keeps technical and maintenance information current, and works with the Civic Centre Team Leader and Community Assets team to identify and address facility and asset needs. They identify work requiring qualified specialists and arrange support within agreed procedures and delegations.

Key relationships

Internal

- Civic Centre Team Leader
- Community Services Manager
- Community Programmes Manager and Community Programmes Team
- Community Assets team
- Other Community Services staff
- Information Technology
- Other Council teams as required

External

- Civic Centre customers and regular users
- Performers, production teams and event organisers
- Visiting technicians and technical personnel
- Contractors, specialist suppliers and service providers
- Friends of the Civic and other volunteers

Key responsibilities

Technical and Event Delivery

- Plan technical requirements for bookings and events, including sound, lighting, audio-visual systems, staging, power, staffing and specialist support.
- Interpret technical riders and production needs; advise the Civic Centre Team Leader of venue limits, risks, costs and resourcing requirements.
- Coordinate technical arrangements with customers, event organisers, performers, visiting technicians and production teams.
- Prepare, test, configure and operate equipment and systems, and provide on-site technical support when an event requires it.
- Undertake venue and event set-up, customer orientation, changeovers and pack-down as required, including furniture, staging and equipment. Work alongside Community Programmes staff, volunteers and contractors, providing practical guidance and training appropriate to their roles.
- Support visiting technicians and production teams with venue information, access and guidance on the safe use of Civic Centre spaces, systems and equipment.

Staff and Volunteer Training and Community Capability

- Develop and deliver practical inductions, training and mentoring for staff and local volunteers in the safe set-up, customer operation, changeovers and pack-down, including the use of suitable sound and lighting equipment.

- Build staff and volunteers' confidence through supported practice, clear instructions and feedback, so they can take on appropriate technical duties for community activities over time.
- Assess staff and volunteer competence and define which duties may be performed independently, which require supervision and which must be carried out by a qualified or specialist technician.
- Work with the Civic Centre Team Leader to make trained volunteer support available to community groups where suitable, helping reduce their cost of using the facility without compromising safety or event quality.

Venue Operations and Facility Care

- Keep spaces and equipment ready for use, support customer orientation, and help resolve operational or technical issues during bookings, including evenings and weekends when required.
- Support safe opening, closing, security and emergency arrangements for the facility.
- Maintain proficiency in and use Council's operational systems relevant to the role, including booking software, door access and security systems, asset and maintenance records and records management. Keep information accurate and current, and operate within assigned responsibilities and permissions.
- Inspect and maintain Civic Centre assets, equipment and venue systems, undertaking routine maintenance, troubleshooting and minor repairs within the role's competence, and identifying work requiring qualified contractors or specialist support.
- Act as the key operational connection between the Civic Centre and Council's Community Assets team, identifying and escalating faults, servicing, compliance and building maintenance needs and supporting coordination of work around venue activity.
- Maintain equipment records, operating instructions, technical information and maintenance documentation including inspections, servicing, repairs and outstanding work.
- Contribute to asset renewal and capital planning by assessing equipment condition, identifying replacement and improvement needs, and supporting the Civic Centre Team Leader and Community Assets team with agreed new and replacement equipment.

Health, Safety and Technical Standards

- Apply relevant New Zealand legislation, industry standards and safe working practices, including relevant Entertainment Technology New Zealand guidance.
- Identify and manage event and technical risks, including electrical equipment, staging, suspended equipment, working at height and manual handling.
- Use equipment within its intended limits and manufacturer requirements; ensure work requiring specific competence, certification or specialist expertise is carried out by suitable people.
- Review unusual production requirements in advance, act on hazards or unsafe conditions, and escalate matters that cannot be made safe within the role's authority.
- Maintain clear technical procedures and inductions for staff, volunteers, contractors and users, and support the venue's emergency arrangements.

Teamwork and Continuous Improvement

- Work actively with the Civic Centre Team Leader, Community Programmes Team Leader, Community Programmes Specialists, volunteers and wider Community Services teams to coordinate agreed activity, share resources and provide a connected customer experience.
- Share technical and venue knowledge with Community Programmes staff, volunteers and other colleagues to build capability and enable suitable routine activity to be delivered safely by trained people.
- Keep skills current and contribute to shared learning, service improvements, customer guidance and event delivery, drawing on experience and feedback across the teams.
- Raise risks, maintenance needs and opportunities to improve safety, efficiency and customer experience with the Civic Centre Team Leader.

Financial Management, Planning and Performance

- Manage expenditure and procurement within delegated authority and Council policy, obtaining quotes and approvals as required.

- Advise on equipment purchases, servicing, repairs and renewals, considering cost, value, operational needs and whole-of-life implications.
- Identify technical, staffing, equipment and contractor requirements for event costings and budget planning.
- Seek practical ways to use resources efficiently and reduce costs for community users while maintaining safety and service quality.

Qualifications, knowledge and experience

Essential

- Relevant technical qualification (National Certificate level 5) or industry training in entertainment technology, theatre, events or a related field, or equivalent practical experience.
- At least three years' technical experience in theatre, live entertainment, events or a similar venue.
- Proficiency in setting up, operating and troubleshooting professional sound, lighting and audio-visual systems.
- Experience interpreting technical riders and production requirements and planning practical venue and staffing responses.
- Sound knowledge of New Zealand health and safety requirements and safe technical practice in event environments, including relevant ETNZ guidance.
- Experience supporting venue operations, event set-up and routine equipment maintenance.
- Strong communication and customer service skills, including the ability to explain technical tasks and train people with different levels of experience.
- Good organisational and digital skills, with the ability to prioritise work across bookings and events.
- Willingness to work evenings and weekends as required.
- Full New Zealand driver licence.

Preferred

- Five or more years' relevant experience, including work with touring productions or visiting technical teams.
- Experience training or mentoring volunteers or other non-specialists in technical tasks.
- Knowledge of venue industry good practice and professional networks, including ETNZ and EVANZ.
- Current first aid certification or relevant venue or event competency certification.

Personal attributes

- Practical, resourceful and calm when resolving issues during live events.
- Approachable and able to teach technical skills clearly and patiently.
- Collaborative and motivated to build staff and volunteer capability.
- Organised, reliable and able to work independently and follow issues through.
- Adaptable to changing bookings, event needs and working hours.
- Safety conscious, willing to stop unsafe activity and seek specialist advice when needed.

Emergency Management

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed

- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities
- Actively participate in key Council-led or supported community events (e.g. Family Fun Day) to contribute to their success — this may include assisting on the day.
- Ability to undertake the physical requirements of the role, including event set-up and pack-down, moving equipment and working in active venue environments.
- Flexibility to work outside standard business hours, including evenings, weekends and public holidays, where required to support Civic Centre bookings, performances and events.
- Willingness to undertake relevant training and maintain any licences, certifications or competencies required for the role.

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Employee Name
Civic Centre Technician

Date

_____ _____

Lyn Daly
General Manager – Community

Date