

SENIOR TECHNICAL MANAGER

(POSITION #TBC)

AWARD CLASSIFICATION	VWGA, Level 10	ANZSCO	899999
DIRECTORATE	RAC Arena	BRANCH	RAC Arena
LINE MANAGER	Head of Event Operations	DIRECT REPORTS	Technical Operations Coordinator x 2 Technical Operations Supervisor x 3 Event Safety Coordinator
SPECIAL CONDITIONS	Availability to work weekends and out of hours to meet event requirements		

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

ABOUT THE ROLE

The Senior Technical Manager is responsible for leading the delivery of high-quality technical services at RAC Arena, ensuring operational readiness, safety and consistency across all events.

The Senior Technical Manager oversees day-to-day technical service delivery and ensures compliance with WHS obligations, venue procedures, and technical standards. Working closely with internal teams and external stakeholders, the Senior Technical Manager supports the successful planning, coordination, and execution of technical operations to deliver safe, efficient, and positive event experiences. The role provides leadership and direction to the Technical team at RAC Arena and is accountable for the effective delivery of WHS in relation to technical and event activities across the venue.

The role will also be responsible for leading engagement with touring companies and hirers on the technical components of events, including planning, coordination and integration of externally supplied production, audio, lighting vision and staging equipment, ensuring compliance with venue standards, WHS requirements and safe, seamless event delivery.

Due to the nature of the work undertaken, this position may be exposed to traumatic events in the workplace. VenuesWest is committed to proactively ensuring the psychosocial safety and health of our workers through risk control and provision of services to support workers exposed to and impacted by traumatic events.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

MANAGEMENT AND SUPERVISION

- Provides operational leadership for the members of the technical operations team and operational management of the function to achieve organisational outcomes.
- Contribute to the formulation of the Directorate's direction, business plan, policies and strategies which delivers continuous improvement to ensure the successful delivery of VenuesWest services.
- Works collaboratively with the Senior Event Operations Manager and Senior Event Manager as required, to drive and deliver quality events.
- Establishes and maintains professional relationships with key stakeholders to ensure the event delivery and compliance needs are met.
- Works collaboratively to ensure productive internal and external working relationships.
- Provides effective leadership to ensure the technical operations team models the behaviours of the VenuesWest Way.
- Undertakes the VenuesWest Performance development Planning process for the technical operations team ensures employees are continually developed and recognised.

STAKEHOLDER MANAGEMENT

- Develops and fosters industry, community and government communications and relationships.
- Positively manages stakeholder relationships and consults and negotiates with a range of external stakeholders including industry representatives to ensure seamless stakeholder management.
- Represents VenuesWest in negotiations, discussions and consultations with customers and key stakeholders.

TECHNICAL OPERATIONS

- Leads the end-to-end operational delivery of technical services for events, from advance planning through to event execution.
- Plans and coordinates all aspect of technical services for all events staged at RAC Arena.
- Develops and implements business plans for technical services to align with VenuesWest strategic goals.
- Oversees the design, implementation and maintenance of technical systems and infrastructure.
- Oversees the design, implementation and maintenance of technical, audio and lighting procedure manuals and associated technical services policies and procedures.
- Collaborates with teams across VenuesWest to ensure the seamless integration of technical solutions.
- Oversees the effective and compliant delivery of all technical services, supporting in-house events in line with venue standards and requirements.
- Stays abreast of emerging technologies and makes recommendations for innovative solutions to enhance operational efficiency.
- Coordinates with touring companies and hirers to integrate external technical equipment with venue systems, ensuring safe, compliant and efficient event delivery.
- Collaborates with the Ticketing team to understand and support ticket build and mode selection processes for events.

RISK MANAGEMENT

- Stays abreast of changes to technical standards and safety regulations, ensuring VenuesWest compliance.
- Works closely with legal and regulatory organisations to address any compliance issues.
- Risk Management obligations will need to be confirmed and updated on transition of RACA to a VenuesWest Self-Managed Venue.

WORKPLACE HEALTH AND SAFETY (WHS)

- Identify and manage risks across Technical Operations within the VenuesWest Risk Management Framework.
- In collaboration with the Safety Branch, ensures WHS requirements embedded into all technical operations and event activities.
- Oversee the investigation of WHS incidents and ensure appropriate corrective and preventative actions are implemented in consultation with the Chief Safety Officer.
- Collaborate with senior management to align technical and safety initiatives with overall organisational objectives.
- Ensures all work undertaken by the Technical Operations branch, and relevant contractors is undertaken in a safe manner in compliance with relevant policies and legislation.
- Ensures that direct and indirect reports understand their obligations under the *WHS Act* and any relevant Policies and Procedures applicable to the work being undertaken.
- Ensures all risks, hazards and incidents are reported and control measures are actioned appropriately.
- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

GENERAL

- Fosters and maintains professional and productive relationships with service providers, key internal and external stakeholders and third-party suppliers
- Provides technical advice to the event delivery team as required.
- Provides support and advice on technical requirements across VenuesWest partner managed venues, as required.
- Act as Chief Warden or Area Warden as required.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Extensive high-level experience in managing technical operations for large scale commercial events and daily technical operations that hosts mass gatherings and events within the venue including:
 - a. Strong understanding of current Audio-Visual systems and technology and AutoCAD software.
 - b. Comprehensive knowledge of Work Health and Safety Act 2020 and Work health and Safety (General) regulations 2022.

OFFICIAL

2. Inspires a sense of purpose and direction and focuses strategically by understanding the organisation's objectives, aligning operational activities accordingly and providing direction to team members regarding the importance of their work.
3. Establishes clear plans and timeframes for project implementation; Responds to change and uncertainty in a positive and flexible manner; Sees projects and programs through to successful completion whilst achieving quality outcomes.
4. Builds productive relationships internally and externally to facilitate co-operation, partnerships and working collaboratively as a team; Leverages diverse views and perspectives and promotes a culture of customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Makes decisions for the collective good without favouritism or bias; Responds to pressure in a controlled manner and continues to move forward despite setbacks.
6. Communicates confidently, concisely and articulately both orally and in writing, approaching negotiations with a strong grasp of the key issues, striving to achieve outcomes that deliver benefit for both parties.
7. Refines roles and responsibilities and allocates workforce resources to achieve business outcomes and develop team capability; Undertakes succession planning; Provides coaching and leadership to encourage others to strive for ongoing performance improvement and continuous improvement.

DESIRABLE

1. Experience in provision of venue / facility/ back of house support for events

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- WA Construction Industry White Card (Work Safely in the Construction Industry)
- Work Safely at heights (RIIWH204D) or capacity to complete within 1 month of commencement.

DESIRABLE

- Diploma of Live Production Theatre & Events (Technical Production) or a related discipline
- WorkSafe 'License to Perform High Risk Work' for Elevated Work Platform Boom Type (WP)
- WorkSafe 'License to Perform High Risk Work' for Dogging (DA) and Rigging (RB/RA)
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL)

The following qualifications are essential to undertake the duties of the Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

POSITION CONDITIONS AND ELIGIBILITY

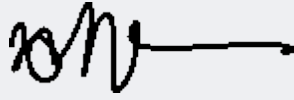
Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Diane Mistic
Director Business
Support Services**



**Date JDF
Approved**

15 April 2026