

TECHNICAL OPERATIONS COORDINATOR

(POSITION #06338)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 7	ANZSCO	212317
DIRECTORATE	Venue Management	BRANCH	Sports & Events
LINE MANAGER	General Manager Sports & Events	DIRECT REPORTS	
SPECIAL CONDITIONS	Availability to work weekends and out of hours to meet event requirements.		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The Technical Operations Coordinator is responsible for the planning, delivery and review of event and booking related Back of House requirements ensuring they are safe, compliant, achieve high quality customer experiences, ensure client satisfaction and optimise financial returns. The role is the key contact for clients with technical requirements at VenuesWest facilities ensuring the correct planning, setup and operation of event and booking production equipment.

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, SUPERVISION AND ADMINISTRATION

- Determines staffing requirements for events and technical assistance within the venue/s and provides a roster for approval
- Ensures implementation of policy, standards and operating procedures.
- Approves expenditure within budgetary guidelines and within the positions delegated authority.
- Responds to feedback and recommends improvements and implements as required.
- Supervises casual technical staff and administers inductions & training as required.
- Monitors and reports on the performance of technical staff and contractors.

EVENT PLANNING, DELIVERY AND REVIEW

- Provides back of house cost estimates for event proposals, event bookings and functions and contributes to event settlements, noting any variations.
- Coordinates the planning and delivery of BOH requirements for events in accordance with Event Plans.
- Liaises with production companies and clients to interpret events/functions technical requirements for lighting, sound, stage, audio-visual, and floor plans to ensure the safe and effective presentation and running of events.
- Communicates with the clients Production Management team to ensure events are set up as per the production advance and addresses any shortfalls.
- Provides drawings and technical information for clients, production companies and internal stakeholders including rigging plots, site maps and venue technical specifications.

- Engages contract production suppliers, technical operators, back of house labour suppliers and other BOH services and equipment providers as required for the delivery of events.
- Coordinates event bump in and bump out plans
- Implements the physical set up requirements of events.
- Conducts pre and post BOH event venue checks including maintenance and ensures that issues are appropriately addressed.
- Conducts performance reviews of BOH and technical service providers.
- Operates and maintains technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required.

TRAINING

- Provides ongoing training and guidance to all Venue Operations, Events and Technical staff as required.
- Provides and maintains records of ongoing scheduled training, coaching and mentoring of staff in the set up and operation of technical and rigging equipment and practices across VenuesWest self-managed venues.
- Provides regular training in the use of height safety, heights rescue and access equipment to VenuesWest Riggers and Operations staff.
- Develops and maintains manuals and procedures for the use of technical, rigging and event infrastructure set up.
- Develops training modules for non-technical staff and provides coaching and mentoring of staff to develop technical skills.

WORKPLACE HEALTH AND SAFETY

- Ensures all event equipment and facilities meet WH&S legislative requirements and are operated in a safe manner.
- Maintains a safe working environment at all times and ensures all employees are inducted to VenuesWest sites and are aware of any specific safety requirements for high-risk work at VenuesWest Venues.
- Tests and tags electrical equipment and extension leads and undertakes necessary repairs as required.
- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.
- Supervises back of house contractors in the bump in, operation and bump out of events, ensuring that relevant OHS standards and venue specific requirements are adhered to and that high-risk activities are appropriately managed.
- Ensures all work undertaken by the event delivery staff, and relevant contractors under their supervision is undertaken in a safe manner in compliance with relevant legislation and standards.
- 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 hazards and incidents are identified and reported and control measures are appropriately implemented.
- Undertake pre-event spot checks on technical aspects of event setups to ensure relevant safety standards are adhered to.
- Maintains an up-to-date knowledge of all relevant technical and rigging industry standards, legislation and codes of practice.
- Use of the VenuesWest's contractor management system for event and production service providers, ensuring that all contractor and client PCBU's upload the necessary documentation and complete relevant inductions before undertaking work.

EVENT DOGGING AND RIGGING

- Undertakes responsibilities as detailed in VenuesWest's Event Dogging and Rigging Procedure.

- Undertakes Rigging and Dogging activities and or the duties and responsibilities of VenuesWest's 'Lead Rigger' as per the Rigging and Dogging Procedure.
- Coordinates and undertake periodic documented inspections of event rigging and height safety equipment as per relevant standards and operating procedures.

EMERGENCY CONTROL ORGANISATION

- Undertakes the Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities in accordance with the Emergency Response Plan (ERP)

WORKPLACE SAFETY AND HEALTH

- 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.

OTHER

- Manages the maintenance of all technical and rigging equipment through the creation and implementation of preventative and reactive maintenance programs.
- Maintains up to date drawings of event spaces within VenuesWest venues and provides floorplans as required for events and venue use.
- Provides technical advice for capital expenditure relating to technical equipment and the ability to stage events.
- Provides advice on technical requirements to clients, internal stakeholders and staff at partner managed venues.
- Other related duties as directed including BOH planning, delivery and review of all event services as required.
- Other related duties, as directed.

ROLE REQUIREMENTS

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

ESSENTIAL

1. Demonstrated previous experience and working knowledge in the planning, set up and delivery of all back of house requirements for events with specific experience in the setup, operation and maintenance of technical equipment including audio vision, sound, IT and/or lighting equipment.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focused services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations; Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement.
- WorkSafe 'License to Perform High Risk Work' for Advanced Rigging (RA); or capacity to complete within 2 months of commencement.
- Work Safely at Heights (RIIWH5204D) or capacity to complete within 1 month of commencement

- WorkSafe 'License to Perform High Risk Work' for Elevated Work Platform Boom Type (WP); or capacity to complete within 2 months of commencement.
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL); or capacity to complete within 2 months of commencement.
- Undertake Vertical Rescue (PUASAR032) and Participate in a Rescue Operation (PUASAR022) certifications; or capacity to complete within 2 months of commencement.

DESIRABLE

- Diploma of Live Production Theatre & Events (Technical Production) or a related discipline
- Portable Appliance Testing (Tag & Test) and Plug Replacement - UEENEEE101A (Apply Occupational Health and Safety Regulations, Codes and Practices in the Workplace); UEENEEP021A (Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply); and UEENEEP020A (Conduct in service testing of electrical cord connected equipment and cord assemblies); or capacity to complete within 3 months of commencement.

Rope access technician certification (IRATA or SPRAT); or capacity to complete within 3 months of commencement.

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)

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

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.

Daniel Etter
General Manager Sports
& Events

Date JDF Reviewed

12 May 2025