

# Technical Manager



## Job Description Person Specification

December 2018

**G Live** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

- Employment type:** Full Time,
- Salary:** £30,000 per annum. The post attracts additional TMA payments.
- Hours:** 40 per week including evenings, weekends and Bank Holidays.
- Work location:** You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The post holder will be responsible for all technical and associated aspects of stage and events presentation as well as play a key role in routine maintenance of the facility. The Technical Manager will ensure the G Live standards of professionalism and presentation are maintained and will work on a rota shift system with the Technical Team.
- Our ideal candidate:** A "can-do" positive professional with great people skills, planning skills and a strong organisational focus to achieve challenging targets.
- For an informal discussion contact:** Jon Ross, Facilities and Buildings Manager  
01483 739040 [jross@glive.co.uk](mailto:jross@glive.co.uk)
- Closing date:** Sunday 10<sup>th</sup> Feb 2019
- How to apply:** Complete the HQ Application Form available at [glive.co.uk](http://glive.co.uk) and submit with a covering letter to [applications@glive.co.uk](mailto:applications@glive.co.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

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**REPORTING**

You will report to the Facilities and Buildings Manager.

The posts you will line manage in this role include Technicians and Casual Technicians. You will also be responsible for contractors and visiting company staff.

**KEY ACCOUNTABILITIES****Strategic**

- Manage the technical team and contribute as required to the achievement of G Live's Business Plan and its relevant targets and objectives.
- Management of the Technical Team including as necessary the implementation of policy and procedures, recruitment, induction, training, personal development, appraisals and their general welfare at work.
- Manage the G Live pool of technical casuals including the compilation and communication of technical / buildings staff rotas to ensure that all performances and events are staffed in line with G Live budgets and policies.
- Contribution as appropriate to inductions for G Live staff at all levels in respect of Health and Safety at Work, and of individual contribution to excellent stewardship of buildings and plant, so as to achieve company business and service targets.
- Overseeing the costing of services and products and securing services and facilities for G Live at a best value price.
- Managing costs associated with events at G Live which contain cost within budget and maximise opportunities to secure recharges from hirers and visiting companies.
- Containing staffing costs within budget allowances and maximising the returns to G Live in any recharges for staffing services.

**Operations**

- Exercise the highest level of professionalism in the staging of all events at G Live. Whilst managing the technical team, the post holder will work closely with visiting companies and artists (both professional and amateur) and be fully conversant with their stage and technical requirements. The post holder will ensure that the technical department deliver first class standards of customer care to all internal and external clients.
- With support from the Facilities and Buildings Manager as appropriate, the post holder will be responsible for the technical department's safe operation of all technical and building systems including sound, lighting, rigging, power and flying equipment.
- The post holder will assist visiting performers and companies with the get in of all staging and electrical equipment. Assist in the provision of all technical services including but not limited to rigging and focusing of lights and any additional sound installations as required.
- When required, the post holder will manage the delivery of all staging and production duties. This includes stage management, crewing and / or the management of crew for a wide variety of productions. To include get ins, fit ups and get outs.

- In collaboration with the events team, arrange the setup of function rooms, furniture and AV equipment as required.
- Ensuring that the staging and management of all productions and events is managed to the highest standards of safety, including the operation of sound, lighting and stage management controls and related equipment during rehearsals and performances.
- Management of the safe and effective operation of technical equipment by staff within the manufacturers' and G Live's operating instructions, policies and procedures – including the 'building-wide' implementation of policies, procedures and training as necessary.
- Implementation of technical maintenance schedules, cleaning schedules, lifecycle capital replacement schedules and capital project planning and implementation, as appropriate and within agreed financial parameters, and as required by the Venue Director.
- Management of all contracts with suppliers and contractors that relate to the cleaning and maintenance of technical plant and equipment, so as to ensure safe and cost-effective operation within agreed budgets.
- Management of contractors on site, ensuring that all health and safety requirements are met, and all work is monitored, their performance inspected, and completed work signed off. This will include the issuing and monitoring of G Live's Permit to Work procedure.
- Maintenance of up-to-date records of all regular checks undertaken.
- Via delegation as appropriate, procurement of goods and services on the most favourable terms, adhering to HQT&H's procurement policies and arrangements where applicable and thereby ensuring maintenance and safe operation of all stage, electrical and sound installations, plant and equipment.

## Health & Safety

- Undertaking and documenting risk assessments for G Live events and facilities as appropriate, ensuring risk assessments are distributed to required staff.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

## Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

**PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

**Experience**

- Proven successful experience in managing teams so as to achieve targets and to promote individual development and contribution to the employer's business and service objectives.
- Extensive experience of working within technical facilities in a mid to large scale entertainment venue or conference building.
- Experience of rigging systems, including counterweights, hemp, winches, trusses and chain hoists including electric and manual types.
- Proven successful experience of complying with Health and Safety at Work in an environment comparable with that of a theatre or entertainment complex.
- Experienced in risk assessment writing and review.

**Skills**

- Strong leadership skills with the ability to inspire and develop a team of full time, part-time and casual staff.
- Able to use Microsoft Office type software packages to effectively administer the Technical department
- Good written, numeracy and verbal communication skills
- Good organisational skills, with the ability to meet deadlines.

**Knowledge**

- Robust technical knowledge including get in and fit up planning, stage management and procurement strategies.
- A strong knowledge and understanding of technical health and safety, including delivering quality training to staff and visiting companies as required.
- An understanding of electrics including the rigging of stage lighting systems.
- A specialism in sound or lighting design & operation would be an advantage.
- An understanding of data networking systems in both office and theatrical environments.

**Qualifications**

- First Aid qualified.

## Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

## Other

- The role includes regular manual handling, lone and assisted lifting tasks to facilitate the movement of equipment and sets on and off tour vehicles.

## Desirable

- An understanding of fire safety including previous experience of the operation of fire alarm panels.
- An understanding of security requirements in a technical environment.
- Formal technical or production training
- Proven successful production management experience.
- Full driving license.