Technician

Reporting to- Technical Manager

Department –Technical

**Contract Type- Casual**

**Principle purpose of the role**

* To ensure the highest standard of technical service, maintenance, and operation.
* To work as part of the technical team to ensure a safe, responsive, accurate and efficient technical service for all events and activities promoted by Lighthouse.
* To promote and maintain high standards of care and attention to all incoming companies in all operations, motivating, supporting, and training staff to achieve this objective.
* The Technical department is led by the Technical Manager and includes a Senior Technician (Lighting), A Senior Technician (Stage) A Senior Technician (Sound), seven technicians and one technical apprentice. All staff work across multiple venues to deliver the highest of technical support.

**Planning and delivery**

* Participate in work in relation to receiving, erecting, constructing, adjusting, repairing, maintaining, dismantling and seeing off the premises all productions, performances and events promoted by Lighthouse as required by the Technical Manager or his deputies.
* To welcome and ensure excellent service to all visitors to the building both front and back of house.
* Deal constructively and promptly with any complaints or issues from visitors, customers or staff, reporting any problems to the Technical Manager or his deputies.

**Communication**

* Participate in team briefings.

Key relationships with incoming events and companies or artists including Bournemouth Symphony Orchestra; also, Duty Manager, Sales and Customer Service Teams.

**Finance**

To work within agreed defined budgets.

**Health and Safety**

* Adhere to health and safety legislation and Lighthouse’s policies and procedures.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.

**Training**

* Take responsibility for their own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate with their review process with their line manager, every 6 months and to take up opportunities identified as part of their learning and development.

**Representation**

Represent Lighthouse at performances, meetings and events, as and when required.

**Diversity**

To be aware of and embrace the EDIB culture at Lighthouse at all times.

**Values**

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

**Any other duties as may be reasonably required.**

**Person Specification**

**Essential**

* Good general knowledge of formal education (Including English and Maths GCSE or equivalent passes)
* Sound IT proficiency and experience of using IT and HR context.
* Organising own work and managing deadlines.
* Proven experience of managing/ working with budgets.

**Desirable**

* IT qualifications (ECDL, Microsoft Office certification or similar)
* Knowledge and passion for the Arts

**Competencies and skills**

* Good communication and interpersonal skills.
* Ability to work unsupervised and take responsibility.
* Good Time Keeping

**Personal characteristics**

* Must enjoy working with people and be customer focussed.
* Adaptable to change.
* Dynamic, energetic and enthusiastic.
* Flexible and reliable.

Author – Jenny Lye

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