

Job Title	Technical Supervisor
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Band	4
Job Reference	

Reporting to:	Responsible for :
Technical Manager	Technicians/Casual Technicians/Apprentice Technician

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

To be the first port of call when the Technical Manager is absent on a day to day basis. To assist the Technical Manager in all aspects of the operations and technical functions of The Point and The Berry theatres and external activity. This role is required to work across 2 venues.

Key Accountabilities

- Deputising for the Technical Manager.
- Working with the Technical Manager assisting with the daily management of the technical operations.
- Supervise Technicians including casual workers.
- Assist in training, developing, managing and motivating the technical team to ensure a consistently high level of service is maintained.
- Monitor service standards and liaise with the Technical Manager about how improvements can be made.
- Trouble shoot issues on a daily and weekly basis, liaising with theatre hirers and artists under the guidance of the Technical Manager
- Provide technical support for all programmed events including theatre, cinema, conference and exhibitions.
- Responsible for the sound, lighting and electrical equipment within the venues.
- Act as Duty Technician when required with responsibility for all the equipment in use and

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security of the buildings.

- Provide technical support to the associate artists and company's resident at The Point.
- Assist the Technical Manager to liaise with all visiting companies (professional and community users) regarding their technical requirements, taking the lead in their absence as necessary.
- Assist the Technical Manager in the co-ordination of casual staff.
- Assist in the housekeeping, safety and security of the technical store, sub-stage and associated performance and rehearsal areas including those external to the venues.
- To work with the rest of the technical team to ensure equipment is appropriately used and cared for.
- Ensure health and safety is adhered to at all times and maintained at all venues.
- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication

Key Objectives

Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks

Case Management skills	Able to use internal systems to raise cases and input data
Team work and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships
Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.

Specific Tasks	
Strategy and policy	Recommending developments to council processes and policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in digital and service delivery.

Qualifications
Educated to A level standard or equivalent

Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Proven experience of leading a team • Sound technical knowledge of the operation and maintenance of technical theatre equipment. • Ability to follow strict health and safety procedures. • Good communication and customer service skills.

Specialist Knowledge
<ul style="list-style-type: none"> • Good understanding of theatre technical background with some knowledge of cinema desirable. • Ability to problem solve technical issues related to the creative programme

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

The Way We Work Framework

Central to the delivery of the role are the Council's values (Fairness, Ambition, Empowerment) and behaviours and all employees are expected to work within the Council's 'The Way We Work Framework.' These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Behaviours	Definition
Think Customer	Recognise and demonstrate an understanding that customers/partners and customer satisfaction are the foundations of the council's organisational success.
Think Colleague	Be willing to work as part of a team and work collectively towards achieving organisational goals
Think Different	Be willing to be adaptable and open to change, learning new things or take on new tasks as required. Display a 'can do' attitude
Take Pride	Recognise and celebrate your own success and those of your colleagues

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.