

# Position Description:

## Venue Technician Part Time

---

**“He Mānuka Tū ki te Ahi”<sup>1</sup>**

*Mānuka stands strong in the midst of heat and adversity*

RotoruaNZ is committed to developing and promoting Rotorua as a destination of choice to live, work, study, visit, invest and do business. RotoruaNZ is the Economic Development Agency (EDA) and Regional Tourism Organisation (RTO) for the Rotorua district. Our work supports the development of the Rotorua economy, unlocking opportunities for commercial investment and providing employment, wealth and wellbeing for all of our people.

RotoruaNZ is a Council Controlled Organisation (CCO) that works in partnership with iwi, private sector business, local government, community organisations and central government to support their growth aspirations and enhance the Rotorua identity and reputation. We operate as a neutral entity and a trusted adviser, balancing the needs of each group of stakeholders for the benefit of the destination.

Rotorua Lakes Council has recently decided to transfer to RotoruaNZ, the delivery functions for both events and the commercially orientated venues (Energy Events Centre (EEC) and Sir Howard Morrison Centre (SHMC)). Combined with our existing responsibilities, RotoruaNZ will be even better placed to enhance Rotorua’s vibrancy through providing a wealth of enriching experiences and opportunities.

The strengths of our region include the natural environment, our vibrant and expressive Māori culture and the rich, invigorating experiences that are accessible to all. We’ll continue to leverage these strengths in our positioning and marketing of Rotorua to the rest of New Zealand and the world. We’ll continue to unlock the potential of Rotorua by:

- Strengthening Rotorua’s reputation as a vibrant world-class destination.
- Attracting, retaining and growing investment, talent and business across the district.
- Supporting efforts to revitalise the inner-city and Fenton Street corridor.
- Working closely with Te Arawa whānui to support the growth of their economy in alignment with the values set out in the Te Arawa 2050 Vision.
- Ensuring the impact of change achieves a balance between social, environmental, economic and wellness benefits for the people of Rotorua.

We are one team. Our work is underpinned by our values:

- Courage | Te Māiā – the courage to be bold and visionary
- Pride | Poho Kererū – Rotorua is at the heart of all we do
- Inclusivity | Te Whakawāitanga – We enable collaboration and teamwork
- Integrity | Te Ngākau Pono – We do what we say
- Fun | Pārakareka – We do it with energy and fun

The following pages provide the requirements of this specific job. In addition to these, job holders are also expected to be proactive in knowing and following Rotorua NZ’s policies and procedures.

---

<sup>1</sup> This whakatauki gifted to the organisation by Ngati Whakaue kaumatua, Kingi Biddle. It draws on the metaphor of Manuka that grows with strength and resilience in the heat of Rotorua’s geothermal environment, enabling a thriving ecosystem.

## POSITION SPECIFICATION

<b>POSITION:</b>	Venue Technician
<b>REPORTS TO:</b>	Technical Manager
<b>GROUP:</b>	Commercial
<b>LOCATION:</b>	Whare Tapere o tā H.M - Sir Howard Morrison Centre (SHMC)
<b>POSITION PURPOSE:</b>	To support the delivery of all technical services and event needs in SHMC and across the city
<b>DELEGATIONS</b>	Number and nature of direct reports – Nil Budget responsibility - Nil
<b>KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• To be competent and confident to setup, configure, and operate audio and/or lighting/video for professional and amateur musicals, plays, live music, and business events.</li> <li>• To have a specialism in one or more of Lighting, Sound, Projection or Stage Management</li> <li>• The ability to design lighting, sound or video</li> <li>• To be able to produce CAD, Audio and Modelling and patch sheets.</li> <li>• To assist in all aspects of the technical operations and ensure the equipment is maintained at the highest level including yearly and routine maintenance. This includes ensuring the equipment is correctly stored when not in use.</li> <li>• Support and deliver all technical services and event requirements including set up and pack down in SHMC and performing arts events across venue services.</li> <li>• To lead/supervise casual staff on event setups, pack outs and operations.</li> <li>• To open, close and ensure the security of the building</li> <li>• Conduct relevant venue inductions</li> <li>• Ensure SHMC &amp; RLC Health and Safety Policies are adhered to at all times</li> <li>• To Schedule stage door access and security permission for visiting shows</li> <li>• To operate the counterweigh system and check it is safe to use</li> <li>• To inspect any rigging, staging and set to ensure it meets RLC/venues H&amp;S policies and complies with current legislation and best practices</li> <li>• Act as Zone Warden and Head Fire Warden</li> <li>• Deliver high quality customer services that exceed customer expectations.</li> <li>• Maintain a comprehensive and relevant knowledge base of the latest technical skills across multiple specialties.</li> <li>• Support other technicians in learning the venue technologies</li> <li>• Run Community Technical workshops</li> <li>• To work across all technical disciplines when required</li> </ul>

	<ul style="list-style-type: none"> <li>To produce technical document and complete paperwork, including show reports, as and when required.</li> </ul> <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.</i></p>
PERSON SPECIFICATION	
<b>QUALIFICATIONS AND EXPERIENCE</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>Basic English, Math's &amp; Science</li> <li>Five years' experience in a similar position</li> <li>Experience in computer networking</li> <li>Knowledge of Artnet, SACN and DMX</li> <li>Have or be willing to obtain Unit Standards 15757, 23229 and 23960 (EWP and Working at Heights)</li> <li>Dante Level 2 Certification</li> <li>Excellent client relationship skills</li> <li>Be able to analyses problems and come up with creative and innovative solutions</li> <li>Knowledge &amp; understanding of Digital Audio Consoles/ GrandMA Lighting Consoles and Vision Mixers</li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>Electrical Service Technician Qualification</li> <li>ETNZ Level 3 Qualification</li> <li>A relevant degree</li> <li>Experience of using counterweight flying system</li> <li>Dante Level 3</li> </ul>
<b>POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>Previous experience within a multi-purpose/multi-functional venue.</li> <li>Be able to priorities tasks and work as team in stressful/time critical situations</li> <li>Ability to work at height and manual handling</li> <li>Comprehensive understanding of Audio Networks and/or Lighting Networks</li> <li>Experience in projection and video</li> <li>Experience of rigging lights, sound AV and scenic elements</li> <li>Ability to adapt and deal effectively with changing priorities and requirements</li> <li>Ability to work in a team environment with a willingness to contribute and support the SHMC Team when required</li> <li>Able to supervise casual staff and visiting's show personnel</li> <li>Able to lead pack in and pack outs</li> <li>Excellent customer service with a commitment to exceeding customer expectations.</li> <li>Excellent written and verbal communication skills</li> <li>Ability to work varied hours across 7 days a week, including evenings and as events require.</li> </ul> <p>Comfortable working within Maori settings, ideally with knowledge of Te Reo and Tikanga Māori</p>
ORGANISATIONAL COMPETENCIES	
<b>VISIONARY AND ADVENTUROUS</b>	<ul style="list-style-type: none"> <li>Create breakthrough strategies and plans</li> <li>Contribute broad knowledge and strategic perspective, forward looking, anticipating future trends and consequences</li> <li>Optimistic about future possibilities and likelihoods</li> </ul>

<i>Boldly positive for Rotorua's future</i>	<ul style="list-style-type: none"> <li>• Harness customer information and network creativity for improvement</li> <li>• Handle risk and uncertainty, able to shift gear and act without having the full picture</li> </ul>
<b>RESULTS FOCUSED</b>  <i>We get stuff done</i>	<ul style="list-style-type: none"> <li>• Focus resources on what is important and drive to add value</li> <li>• Are dedicated to meeting the expectations and requirements of internal and external customers</li> <li>• Set ambitious goals and steadfastly push to achieve them</li> <li>• Are action oriented and energetically seize opportunities</li> <li>• Willing to take a stand for what is important and work on tough assignments</li> <li>• Work hard – pursue everything with energy, drive and a need to finish</li> <li>• Face problems and challenging situations quickly and directly</li> </ul>
<b>COLLABORATIVE</b>  <i>One Team</i>	<ul style="list-style-type: none"> <li>• Facilitate a whole of Rotorua approach</li> <li>• Build constructive and effective relationships with all kinds of people – up, down and sideways, gaining their trust and respect</li> <li>• Encourage collaboration and partnership, working cooperatively with others</li> <li>• Mobilise collective effort around a compelling sense of purpose or inspiring vision</li> <li>• Create milestones and symbols to rally support and mark progress</li> <li>• Find common ground and solutions for the good of all</li> <li>• Define success in terms of the whole team</li> </ul>