



Venue Technician

Job Description
Person Specification

May 2021

Wycombe Swan is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

- Employment type:** Full Time
- Salary:** c. £21,000 p.a. dependent on experience, ability and potential
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** As a member of the Technical Team, the post holder will be responsible for assisting in show operations, get-ins, get-outs and other related duties for the diverse programme of live entertainment productions and events across the three venues as well as the routine maintenance of the facility, as directed by the Buildings and Technical Manager.
- Our ideal candidate:** The ideal candidate will be multi – skilled and able to work calmly and effectively with a wide range of people, including artists and companies. You will have a confident and approachable manner, a good sense of humour and be able to take and act upon instructions within a given time frame in a busy working environment.
- Closing date:** Monday 28th June , 12pm
- How to apply:** Please complete an Application Form available at wycombeswan.co.uk and submit with a covering letter to admin@wycombeswan.co.uk with the subject title 'Technical'. 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!

REPORTING

You will report directly to Buildings & Technical Manager.

The posts you will line manage include Casual Technicians and Casual Maintenance Staff.

KEY ACCOUNTABILITIES

Strategic

- With other members of the Technical and Buildings Team, contribute as required to the achievement of the Swan's Business Plan and its relevant targets and objectives.
- Identify improvement projects and in conjunction with the Technical and Buildings Team discuss and carry out improvement works.

Operations

- To ensure a safe and productive working environment is maintained and that all technical work is executed in compliance with local and industry guidelines.
- As part of the Technical and Buildings Team the post holder will be responsible for assisting with the setting up of shows and events and various operational duties as instructed, including the operation of counterweight flying facilities, intelligent lighting fixtures and digital control systems.
- As part of the technical team, ensure that the highest level of professionalism is achieved in the staging of all events at Wycombe Swan. 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.
- To assist with moving scenery and equipment during a production, working with lighting, sound and special effects as directed.
- At the conclusion of performances and events, the post holder will assist in the breakdown and get out of all staging and equipment and ensure all technical and stage areas are clear of personnel and performers, ensure that all areas are clear and secure, and all equipment is intact.
- 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.
- To advise and assist companies on production matters at pre-event planning meetings and on the day of the event.
- To assist in the management of contractors as required.
- To maintain stage, lighting, sound and other equipment as required. Including fault diagnosis and repair, PAT testing etc.
- General building maintenance of the venue, to include (but not restricted to) lamp rounds, fire checks, general painting etc.

Health & Safety

- The post holder will abide by relevant health and safety and licensing requirements and will also ensure all visiting performers and personnel conform to these requirements, and that good housekeeping procedures are adopted. The post holder will also assist the Buildings and Technical Manager in the creation and implementation of relevant Health & Safety and licensing related policies and procedures.
- To develop a good working knowledge of the building's facilities and services.
- To assist in protecting and safeguarding the buildings and their contents from possible theft, damage and abuse by carrying out assigned duties as directed and abiding by policies and procedures issued.
- To be a designated key holder and to undertake and ensure the safety and security of the building as required.

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 ability to effectively work in a multi-tasking environment, including building maintenance and PAT testing.
- Practical experience in equipment maintenance
- An understanding of electrics including single and three phase heavy mains.

Skills

- Literacy, numeracy and IT skills at levels appropriate for the successful performance of duties and responsibilities of the Post.
- Ability to work safely at height, using ladders and tallescope, and from lighting bridges.
- Able to take and act upon instructions within a given time frame and in a busy working environment.
- The ability to use power tools, and work on general building maintenance.
- The role includes regular manual handling, lone and assisted lifting tasks to facilitate the movement of equipment and sets on and off tour vehicles.

Knowledge

- A working knowledge of get ins and get outs, with a comprehensive understanding of building sets, rigging and operating lighting and sound systems.
- Working knowledge of rigging systems, including counterweights, hemp, winches, trusses and chain hoists including electric and manual types.
- A working knowledge and understanding of technical health and safety.

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.

Desirable

- A recognised qualification in technical theatre / theatre craft from an accredited institute.
- An understanding of fire safety including previous experience of the operation of fire alarm panels.
- IOSH or similar Health and Safety Qualification.
- An understanding of theatre and entertainment protocols, such as DMX, ETC EOS Software, QLAB and Digital Sound Desks.