

POSITION TITLE

Audio Visual Support Technician (AV Support Technician)

LOCATION

City Gallery Wellington

POSITION STATUS

Casual

POSITION OBJECTIVE

The purpose of the position is to deliver effective and efficient AV services and support for client events, programmes and functions at City Gallery Wellington.

CONTEXT

City Gallery Wellington is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Working with and for Wellington to create remarkable art, culture and science experiences that generate vitality: enriching the city we love.**

Our vision is: **Engaged, curious communities**

The AV Support Technician will contribute to the achievement of this vision through delivery of high quality AV support which will contribute to an exceptional client and visitor experience.

KEY RESPONSIBILITIES

- To provide AV and technical support to external clients, Visitor Learning and Visitor and Commercial Services in the delivery of programmes and events.
- To exceed client expectations while ensuring protocols are adhered to and contracted Terms & Conditions are enforced
- Ensure Health and Safety protocols and guidelines are enforced
- To work cooperatively with clients, artists, contractors and suppliers.

WORKING RELATIONSHIPS

Internal: The **AV Support Technician** will:

- Be accountable to the Visitor and Commercial Services Manager and/or Visitor Learning Manager
- Work in a collegial manner with Gallery technicians, Functions Facilitators, Visitor Services and Functions Coordinator, Public Programmes Coordinator and all other staff

External: The **AV Support Technician** will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of the **AV Support Technician** including:
 - colleagues in equivalent positions in other cultural institutions particularly in the museum and art gallery sector;
 - add external clients/presenters
 - add external technical contractors and suppliers

DELEGATIONS

None

KEY RESULT AREAS

Key Tasks and Accountabilities (What needs to be achieved)	Performance Measures (How it will be measured)
1. Client Liaison	
<ul style="list-style-type: none"> ▪ Engage the client and maintain the contract Terms & Conditions throughout the function ensuring client expectations and Gallery protocols are met ▪ Keep all communication with client professional and report any negative feedback or technical mishaps to functions facilitator ▪ Provide the functions facilitator with a report on the technical aspect of the function before departing at the end of an event. Highlight areas of concern or recommendations for improvement. 	<ul style="list-style-type: none"> ▪ Incident free functions ▪ Client/presenter feedback is positive ▪ Visitor and Commercial Services Manager is aware of any technical issues to be addressed and any improvements required
2. AV Services for Visitor Programmes and Venue Hire	
<ul style="list-style-type: none"> ▪ Deliver effective ongoing audio visual support during exhibitions, visitor programmes and events to ensure a positive visitor experience. ▪ Support provided to guests and presenters involved in Visitor Programmes to familiarise them with the gallery's audio visual equipment and capabilities ▪ Venue hire audio visual installations run smoothly and client needs are met 	<ul style="list-style-type: none"> ▪ Appropriate equipment and safe operating techniques are used ▪ Audio visual components for Visitor Programmes, events/functions are well-managed. ▪ Positive feedback from presenters and visitors ▪ Sound levels are appropriate to the space and event ▪ Technical issues are kept to a minimum where possible
3. Supplier Management	
<ul style="list-style-type: none"> ▪ Ensure suppliers work within protocols ▪ Dock way is kept secure and clean. All equipment is put away appropriately ▪ Facilitate the exit of suppliers ensuring that they have met expectations regarding resetting the space, cleaning work areas, rubbish removal, and return security passes (if required) 	<ul style="list-style-type: none"> ▪ No issues are raised regarding the performance of suppliers during or post event ▪ Suppliers run their operations within the pre-agreed areas – no issues raised by café or Gallery staff ▪ No security breaches or health and safety violations throughout the event
4. Health and Safety (ALL OTHER STAFF)	
<ul style="list-style-type: none"> ▪ You actively contribute to the development of a zero harm culture by maintaining personal knowledge of, and following Experience Wellington's health and safety policies, plans and procedures. ▪ You ensure that your decision making is aligned with the Trust's health and safety policies, procedures and plans. ▪ You model good health and safety behaviours at work. ▪ You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors. 	<ul style="list-style-type: none"> ▪ You are able to respond knowledgeably about Experience Wellington's goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal). ▪ Health and safety procedures are followed e.g. hazards are notified, incidents and near-misses are reported. ▪ There are no preventable incidents that result in harm or injury to you, other workers or visitors.

PERSON PROFILE

Skills, experience and qualities required for this role:

- Must be able to work confidently with PowerPoint and Keynote
- Ability to gain and to keep the confidence of stakeholders.
- Strategically focused with a commitment to collaboration.
- Creative problem-solving ability
- The ability to work well as part of a team and also on your own initiative
- The ability to work under pressure and to deadlines
- An awareness of electrical safety issues

Core Competencies – Effective performance in the following core competencies is set out in the Core Competencies Guide attached.

For all employees

- Commitment and accountability.
- Applying professional expertise/Creativity & Innovation.
- Customer focus.
- Communicating effectively.
- Working together/ Teamwork.

SALARY

\$24.85 per hour.

CORE COMPETENCIES GUIDE

Commitment/ Accountability (all positions)

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to Experience Wellington's vision and goals.

Applying Expertise/ Professional Expertise (all positions)

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and Experience Wellington.
- Shares expertise with colleagues and coaches/mentors new direct report staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Experience Wellington performance and learns from mistakes.

Customer Focus (all positions)

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

Communicating Effectively (all positions)

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside Experience Wellington Institutions to achieve benefits for Experience Wellington.

Working Together/ Teamwork (all positions)

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.