



Division:	Loughborough Town Hall
Job Title:	Technical Assistant
Grade:	B
Post Number:	M371
Base/Location:	Loughborough Town Hall
Responsible To:	Technicians, Technical Manager
Responsible For:	Casual staff
Key Relationships/ Liaison with:	All departments with the Town Hall. Hirers, external suppliers, community theatre groups, contractors as and when required.

Job Purpose	
	<ul style="list-style-type: none"> • To assist in the smooth running of events and shows held at Loughborough Town Hall. • Ensure that events and shows are delivered safely and remain within the venue's Health and Safety policies and procedures. • To undertake basic maintenance tasks under instruction. • Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	Provide exceptional customer care to all stakeholders and users of the Venue.
2.	Assist the Duty Technician in setting and staging of shows and events working closely with the event organisers.
3.	Assist in the smooth delivery of major shows and events, ensuring they are delivered in line with the Venue's health & safety practices.
4.	Delivery of minor shows and events, ensuring they are delivered in line with the Venue's Health & Safety practices.
5.	Act under the best practice of both the Venue's and national health and safety legislation.
6.	Assist in routine basic maintenance checks around the building and perform basic maintenance tasks as and when required.
7.	Assist in the planning and delivery of the annual pantomime.
8.	Assist with the room set-ups for other events taking place within the Venue.
9.	To deliver an effective and appropriate service to all customers, fairly and without discrimination.

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10.	As a term of your employment you can be required to undertake such other duties commensurate with you grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
11.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. 	
<p>This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.</p>	
<p>Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.</p>	

Date Prepared/Revised: January 2018
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	Essential	Desirable	How assessed
Qualifications			
Mathematics and English GCSE. OR Demonstrable experience identified within the section below.	✓		App
Experience			
Experience of delivering excellent customer service.	✓		App/Int
Experience of working in a theatre or equivalent stage space.	✓		App/Int
Experience of stage lighting designs.		✓	App/Int
Experience of sound equipment and design.		✓	App/Int
Experience of show and event delivery.		✓	App/Int
Skills/Knowledge			
Knowledge of stage health and safety legislation.	✓		App/Int
Basic maintenance skills.	✓		App/Int
Understanding of local theatre groups and their relationship with the Venue.		✓	App/Int
Interpersonal Skills			
Excellent verbal and written communication skills.	✓		Int
Positive and enthusiastic nature.	✓		Int
Ability to stay calm under pressure.	✓		Int

PERSONALITY-CENTRED APPROACH

<p>Other requirements</p> <p>An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p>	<p>✓</p> <p>✓</p>		<p>App/Int</p> <p>App/Int</p>
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<p>Key: App = Application form Test = Test Int = Interview</p>	<p>Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)</p>
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<p>Prepared by: Town Hall Manager</p>	<p>Date: Jan 2018</p>
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