

JOB DESCRIPTION

DEPARTMENT: Technical

POSITION: Technical Manager

REPORTS TO: Head of Technical/Director

Role Objective and Context:

- As part of the Orchard team the Technical Manager is responsible for the delivery of AV services onsite, including booking of equipment, staff, client liaison, transport.

Note:

This job description is not exhaustive and employees will be required to perform any other job-related duties assigned by their relevant Manager.

Key Duties and Responsibilities:

- Accept and answer the technical elements of clients brief
- Plan, coordinate and deliver to the client's specification all technical aspects of the event
- Build staff/equipment/transport lists through our hire system: Hiretrack, arranging the hire of any additional resources
- Liaise with our warehouse team to ensure all equipment is prepped in a timely manner
- Make sure quality, budgetary targets and environmental objectives are met
- Use of automated and computerised systems such as Hiretrack/Synergist
- Manage all Orchard/freelance staff onsite to ensure Orchard's high standards are met
- Maintain health and safety aspects on site including creation of risk assessments, method statements, permits to work

Experience and Skills:

- Proven work experience working within the audio-visual industry including delivery on site for
- Expertise in technical management procedures and best practices
- Strong knowledge of Audio-Visual Key Performance Indicators (KPIs)
- Experience in working to budgetary requirements
- Hands on experience with hire system software and databases
- Strong decision making and problem-solving skills
- Excellent communication skills
- Good knowledge of all technical equipment (AV, Sound, Lighting etc)
- Used to liaising with clients and freelancers alike
- Sketchup knowledge preferable
- Strong knowledge of health and safety aspects
- Ability to work evenings, weekends, overnight and occasionally oversees

Team membership

- Able to work effectively and positively within a wider team environment.
- Understanding of importance of team roles and your place and importance within a team
- Able to accept and utilise feedback, training, and coaching

Communication

- Active in, team and subcontractor communication through effective writing, speaking and listening skills.
- Able to speak up, ask pertinent questions
- Regularly 'check in' with HOTS and Line Manager

Planning & organisation

- Utilise hire system software to ensure all equipment available, arranging alternatives if required
- Designing stage/set layouts (liaising with internal resources where applicable)
- Organise meetings with relevant HOTS and Team members
- Visit relevant sites for meetings with clients/other teams/technical team

Post Event

- Liaise with client for feedback session
- Arrange return of all subhired equipment
- Finalise job on Synergist, raise invoice etc

Key measures of success:

- Delivery of all events, on time, to our high standard and on budget
- Positive internal/external feedback
- No quality control issues

Personal Characteristics:

- Self-awareness and confidence
- Process led
- Organised and methodical
- Personal integrity – ability for others to trust quickly
- Straight talking, honest and a good team player
- Drive and determination (get things done)
- Flexible and able to handle multiple tasks
- Enthusiastic and persuasive
- Approachable, polite and client focused.

Key Working Relationships:

- Works with external suppliers to ensure delivery of services on time, on budget to the highest specified level of quality
- Works with All internal staff across all departments to ensure booking and smooth execution of campaigns

Working Hours per week 37.5 hrs per week
Salary Starting at £25,000.00 per annum