

<b>The Position:</b>	<b>Event AV Client and Operations Manager</b>
<b>Position Number/Classification:</b>	6929 / VPS 4.1
<b>Reports to:</b>	Manager, Multimedia
<b>Work Unit:</b>	<b>Multimedia</b>
<b>Organisation:</b>	National Gallery of Victoria
<b>Location:</b>	180 St Kilda Road, Melbourne 3004
<b>Date of Review</b>	October 2015
<b>Vision</b>	Creating an inspiring future: Enriching our understanding of art and life.
<b>Primary focus of the position:</b>	Oversee, coordinate and manage the audiovisual requirements for programs and events for internal and external clients at NGV.
<b>1. Accountabilities (duties):</b>	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> <li>1. Liaise and negotiate with internal stakeholders, the NGV's catering contractor and Venue Hire clients in regard to audiovisual requirements for events and programs within NGV event venues. Provide creative input and specialist advice, cost estimates, technical production plans and proposals.</li> <li>2. Develop and maintain a sustainable model for delivery of AV services for events in NGV venues. Develop and refine procedures for client and operations management for audiovisual services for events. Assist in planning for continued growth and development of AV services in NGV venues.</li> <li>3. Coordinate and manage the technical requirements for NGV events and programs, including rostering of technical event staff, specification, installation, configuration, operation and pack down of technical systems and equipment in NGV event spaces.</li> <li>4. Manage technical event staff and contractors to ensure correct and efficient installation, rigging and handling of audiovisual equipment, ensuring relevant NGV policies, procedures and occupational health and safety regulations are adhered to by technical staff, contractors and clients at all times.</li> <li>5. Ensure multimedia technical event staff receive adequate training and mentoring to perform their roles, understand the quality of service required, present professionally at all times and increase their technical knowledge.</li> <li>6. Process invoices, track and confirm payments, and maintain financial reports on all audiovisual related revenue and expenses, interpreting and analysing the data to develop recommendations. Ensure that records are created and managed according to the Records Management Policy and procedures.</li> <li>7. Develop show presentation files, technical production drawings, technical running orders for events, and plan and coordinate event entertainment and AV theming.</li> <li>8. Ensure all event AV equipment is configured and maintained for optimum performance and quality and well organised at all times. Oversee any required upgrades and renewals to AV hire systems and infrastructure to ensure high quality results are achieved, managing any relevant service agreements with external providers. Assist in planning to expand the internal capabilities of AV services, and evolve as changes in demand and technology occur.</li> <li>9. Participate and contribute to organisational initiatives and activities as required and ensure a safe and healthy environment for colleagues, visitors and stakeholders.</li> </ol>

<b>2. The person – Key Selection Criteria</b>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> <li>1. Extensive experience in a senior technical role in the events industry, and wide knowledge and expertise in all areas of technical and audiovisual event production, client management and staging. Proven experience in audiovisual operations management, technical direction, staff supervision and training, and team leadership in the events industry.</li> <li>2. <u>Advanced technical skills</u>: detailed knowledge and experience in specification, configuration, installation and operation of Audio Visual systems, in particular high end sound systems, digital audio consoles, live sound mixing, digital projection, lighting, vision mixing, live video, and broadcast. High level computer skills, management of OSX and Windows computers, control and automation systems, data and networking, and media delivery systems.</li> <li>3. <u>Stakeholder management and relationship building</u>: takes concrete steps to add value for the stakeholder, links people with other areas (as appropriate), monitors client and stakeholder satisfaction, constructively deals with stakeholder issues, establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations and builds trust through consistent actions.</li> <li>4. <u>Service excellence</u>: constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same, takes generates and develops new creative ideas, responsibility for correcting problems promptly and without becoming defensive and makes specific changes in work methods to improve outcomes, quality and timeliness of service.</li> <li>5. <u>Commercial skills</u>: entrepreneurial, aware of business opportunities, costs whatever work is done, focuses on strategies to achieve the greatest benefits for investment, continually strives to achieve the best service or product with the resources available, operates comfortably in a fee-for-service environment.</li> <li>6. <u>Communication</u>: prepares emails and reports using clear, concise and grammatically correct language, confidently conveys ideas and information in a clear and interesting way, understands and meets the needs of target audiences, welcomes constructive feedback and sees things from another's point of view and confirms understanding</li> <li>7. <u>Organising and planning</u>: identifies processes, tasks and resources required to achieve a goal, identifies more and less critical activities and operates accordingly, reviewing and adjusting as required, develops and implements systems and procedures to guide work and track progress and recognises barriers and finds effective ways to deal with them.</li> <li>8. <u>Drive and commitment</u>: enthusiastic and committed, demonstrates capacity for sustained effort and hard work, accepts changed priorities without undue discomfort, perseveres to achieve goals, even in the face of obstacles, remains clam and in control under pressure and takes responsibility for own actions.</li> </ol>
<b>3. Other relevant skills, knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and understanding of the principles and practices of Equal Opportunity, Risk Management, Occupational Health and Safety, and ability to apply them to work practices.</li> <li>• Experience in live sound engineering, and high end digital mixing consoles.</li> <li>• Riggers licence and relevant experience in rigging and installation of large/heavy audio visual hardware an advantage.</li> <li>• An elevated work platform licence would be advantageous.</li> <li>• Knowledge of relevant OH&amp;S practices.</li> </ul>
<b>4. Key Relationships</b>	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> <li>• Events;</li> </ul>

	<ul style="list-style-type: none"> <li>• Education;</li> <li>• Public Programs; and</li> <li>• the NGV's Catering Contractor and external venue hire clients.</li> </ul>
<b>5. Other relevant information</b>	<ul style="list-style-type: none"> <li>• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.</li> <li>• Hours of duty will be according to work unit requirements.</li> <li>• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security &amp; Environment Inductions.</li> <li>• It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time.</li> <li>• The NGV requires all employees to have an understanding of its Risk Management Framework.</li> <li>• Conditions of employment are pursuant to the NGV's Enterprise Agreement.</li> <li>• All new appointments are subject to a three month probationary period which may be subject to review.</li> </ul>
<b>6. About the role statement</b>	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
<b>7. Manager Authorisation</b>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>
<b>8. Employee Acceptance</b>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>