



# LEAD TECHNICIAN

## VENUES, TOURISM AND MAJOR EVENTS GROUP

### WHY WE ARE HERE

We are a high-performance organisation with a clear purpose – **to improve the wellbeing of Hamiltonians**. Our people are at the heart of everything we do. We need players on our team who think differently, act with integrity and work together to deliver world-class outcomes for our community.

### WHY THIS ROLE EXISTS

This position is in the H3 Technical Services Team, within Council's Venues, Tourism and Major Events group.

H3's purpose is to attract and deliver exceptional event experiences showcasing Hamilton's event venues, Claudelands, FMG Stadium Waikato and Seddon Park. At the heart of Hamilton's events, H3 helps to shape a fun and thriving city with lots to do.

## WHAT YOU WILL DO

Reporting to the Technical Services Manager, as H3's Lead Technician you will play a pivotal role in leading the Events Technician Team (7 FTE plus casuals) to deliver exceptional event experiences for our clients, partners and audiences across all our venues. You will improve day to day operational efficiencies, maintain a strong safety culture and strengthen the values of this high performing team.

As an individual contributor you will deliver on outcomes that will enable us to achieve the H3 purpose.

## KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Leading the team of Event Technicians to work effectively alongside suppliers, contractors and client production staff to ensure seamless service delivery and high-quality event outcomes across H3 Venues.
- Provide technical advice and recommendations to client production staff and event hosts in lead up to an event to enable effective delivery.
- Provide coaching and feedback to reporting staff to enable individual development and ongoing growth of capabilities and skill across the team.
- Successfully supporting the Technical Services Manager and Production Coordinator with the forward planning for upcoming events and projects as required.
- Working alongside the Venue Technology manager to plan for implementation, installation and maintenance of venue technology systems.
- Assist with the effective implementation of the Technical Services game plan.
- Development of positive and constructive relationships with external stakeholders, plus internal stakeholders from H3 and Hamilton City Council Staff.
- Policies and processes are in place and are regularly reviewed, identifying and implementing opportunities for improvement across the business
- Active utilization and championing of H3's Event Business Management software to correctly support all event and venue activities
- Support the delivery of a safe and healthy work environment where our people feel safe, valued and trusted.
- Actively participate, comply and engage in all health & safety activities, policies, and practices including Civil Defence.

## HOW YOU WILL DO THIS

Our team culture is critical to our success.

It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

## YOUR MINDSET, SKILLS KNOWLEDGE AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

At H3, we have three guiding principles being Tight Team, Dedicated Hosts and Best in Business. These align with Council's high performance programme.

## YOU BRING TO THE ROLE

- At last five years' experience as an event/production technician or similar industry field, plus an ability to grasp new and developing technology
- Proven experience leading a high performing team with a passion for people and leadership skills
- Proficiency in either lighting, audio, AV, rigging, IT-network technology or equipment maintenance
- Ability to work on a rostered basis noting hours of work are influenced by event requirements
- Demonstrable ability to develop and maintain rapport with clients and suppliers
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external)
- A tech-savvy individual with a high level of proficiency in MS Office suite
- Ability to effectively prioritise tasks and meet deadlines
- Ability to operate independently, anticipate requirements and monitor workload
- Able to deal with ambiguity
- Financial and purchasing skills
- Maintains confidentiality and exercises judgement and discretion
- Full, clean Drivers License is essential and you may also have Class 2, Class F endorsement, a trade qualification in a relevant area or working at heights, ropes rescue and EWP training/ qualifications
- A proven track record that aligns with H3's guiding principles
- Self-awareness that mindset is the foundation of performance