



## **Job Description: Event Technician**

### **Introduction and context:**

Bishopsgate Institute is the delivery arm of the Bishopsgate Foundation, founded in 1894 for “the promotion of the education of the public”. We are a small, independent charity with our own extraordinary premises at the crossroads of the City, Spitalfields and the East End.

The delivery of the Bishopsgate Institute business plan falls to three main areas of activity: Content, Campaigns and Delivery. Project teams then work collaboratively across these activity areas, also referred to as “functions”.

The senior team comprises the Chief Executive, Head of Business Delivery and Head of Audiences and Communications.

### **Role description:**

Last reviewed:	October 2021
Job Title:	Event Technician
Grade:	Assistant
Hours:	Any 5 days (35 hours) out of 7- the role requires you to be available to work any day or evening over the 7 day period.
Contract:	Permanent
Salary:	Circa 23K, dependent on experience
Based:	Bishopsgate Institute, 230 Bishopsgate, London, EC2M 4QH

Reporting to:	Buildings Manager
Line manages:	None
Peers:	Duty Managers, Operations Manager, Box Office and FOH team
Budget holder:	No
Probation:	6 months

### **Working pattern:**

The post will work on a rota basis 7 days a week, including evenings and weekends. The rota'd hours will be published at least 4 weeks in advance, and minor changes might be requested within this period subject to agreement. The full-time role requires 35 hours per week, and days/hours will vary week on week, and you may be required to work any day or evening over the 7 day period.

### **Role purpose:**

To support the implementation and delivery of all events and activities happening across Bishopsgate Institute and to facilitate basic maintenance and upkeep requirements of the buildings.

The role of Event Technician is to assist in the logistical and technical arrangements and requirements for allocated events. The role will be managed by the Buildings Manager and will work closely with the Operations Manager, the Duty Managers and in coordination with the Venue Hire and Event Planning team.

This role will also help maintain and develop good client and supplier relationships connected with these events and buildings maintenance requirements.

### **Areas of responsibility:**

Provide support in implementing the logistical and technical requirements for the delivery of events taking place across the Institute including but not limited to:

- Specific and scheduled room booking needs including set-ups, equipment and access requirements
- Support of freelance/in house Sound, Lighting and AV Technicians as required
- Setting up and ensuring basic operation (pre-sets only) of any external equipment if required from approved suppliers as confirmed by the Venue Hire or Event Planning team and Duty Manager such as for catering, bar provision, sound and/or lighting, live stream or hybrid events

- Providing logistical support to any contracted tutors, speakers, artists, performers as requested by the Duty Manager
- Undertaking training as directed by the Buildings Manager in order to fully undertake the requirements of the role
- To undertake basic technical maintenance as directed by the Buildings Manager.
- At times the role may be required to support Bar or Cloakroom activity
- Supporting the provision of any added staff, equipment requirement or additional expertise if needed to support an event
- Support the Duty Manager in their management of the day-to-day client relationships for event activity, where appropriate. This may include interaction with: hirers and their requirements, Tutors, Cultural event partners and stakeholders, outsourced providers, internal clients
- Undertake basic buildings maintenance on behalf of the organisation such as buildings inspections, build and install of basic furniture items, decoration and management of deliveries in and out as directed by the Buildings Manager
- Following up actions from the post event Duty Manager handover
- Support the Delivery team through regular meetings when required and help to provide information and reports when needed to facilitate internal planning requirements for buildings maintenance and events activity
- The Event Technician may be asked to unlock or secure the building alongside the Duty Manager.

### **General requirements of the role**

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfil the requirements of the job (will include fire evacuation, manual handling, ladder training and working at heights, may include first aid) and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required, which includes evenings and weekends.

- Dress and present yourself appropriately as the professional needs of the Institute require

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

## **PERSON SPECIFICATION**

### **1. Specialist area requirements – Event Technician**

- 1.1 Experience in setting up events equipment and furniture to a provided brief
- 1.2 Experience in basic troubleshooting of technical equipment such as laptops, projectors and televisions
- 1.3 Demonstrable skill in providing basic maintenance and upkeep requirements of a building of the size, scale and complexity of Bishopsgate Institute
- 1.4 Experience and some basic technical/operational knowledge to support the set up and requirements of various scales and levels of complexity in a heritage, arts and cultural organisation
- 1.5 Experience of operating and delivering effectively and efficiently in a project team working environment to agreed objectives
- 1.6 Appreciation of the requirement of operating in a multi-space cultural venue that is also a listed building environment
- 1.7 Good understanding of security and safety issues to protect members of the public, the Institute and its staff

### **2. Grade specific requirements – applicable to all Assistant level posts**

- 2.1 Experience of collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy
- 2.2 Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality
- 2.3 Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.4 Demonstrable skills in working flexibly, trouble shooting and customer service
- 2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work

## Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<b><u>Performance</u></b>	<b><u>Insight</u></b>	<b><u>Engagement &amp; Inspiring Others</u></b>
<ul style="list-style-type: none"><li>• Accountability</li><li>• Delivering Performance</li><li>• Alignment &amp; Planning</li><li>• Learning &amp; Change</li></ul>	<ul style="list-style-type: none"><li>• Breadth of Perspective</li><li>• Making Effective Judgements</li><li>• Applying Specialist Knowledge</li><li>• Customer &amp; Audience Awareness</li></ul>	<ul style="list-style-type: none"><li>• Working Collaboratively</li><li>• Communicating &amp; Influencing</li><li>• Empowering Leadership</li></ul>

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a 'Specialist'.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with ***what*** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at ***how*** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.