Job description: Production and Technical Coordinator

Introduction & 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.

We run our programme from our stunning Grade II* listed building and have varying levels of facilities and equipment in spaces of different sizes and accessibility levels. We hire out our spaces for conferences, rehearsals, exams, award ceremonies, training, weddings, celebrations and meetings, and our own programme includes concerts and dance events (with live music and DJs), talks and discussions, comedy and performance, workshops, classes and rehearsals.

We work in partnership with many likeminded organisations (The Barbican, Whitechapel Gallery, Guildhall and Goldsmiths University) to produce events of varying scales and complexity. We support emerging talent, working in partnership with London Musical Theatre Orchestra and by offering reduced rehearsal rates to non-profit-making creators. This is a technical support role, reporting to the Operations Manager, with a dotted reporting line to the Venue Hire & Events Planning Manager for event scoping and scheduling. It will require regular evening and weekend work, subject to the needs of the programme.

The role provides support to the scoping and planning process for events, as well as hands-on operator and technical support to the events' delivery. It also maintains the equipment and inventory, recommends purchases or upgrades, and supervises freelance sound, lighting and livestream operators, as required.

Role description:

Date of Last Review: August 2022

Job Title:	Production & Technical Coordinator
Grade:	Officer
Salary:	Circa £30k
Hours:	35 hours over 7 days - the role requires you to be available to work any day or evening over the 7-day period.
Reporting to:	Operations Manager (with a dotted line to Venue Hire & Event Planning Manager for scheduling)

Budget holder: No (but monitors and reports on specific lines)

Working pattern:

The post will work on a rota basis, 35 hours over 7 days a week, including some evenings and weekends. The post holder will be expected to work on a schedule that matches the production commitments of the Institute. The days/hours will vary week on week, and you may be required to work any day or evening over the 7-day period.

The rota'd hours will be published between 2-6 weeks in advance, and minor changes might be requested within this period subject to agreement. The Institute might need to reschedule shifts, for which 48 hours' notice will be given where possible.

Role purpose:

To assess, confirm and deliver the sound, lighting, AV and live stream elements required for successful delivery of all internal and external events at Bishopsgate Institute. To consult with and make recommendations to both internal and external customers regarding the spaces, staffing and equipment required for the proposed activity, including additional freelance support required.

The events include, but are not limited to, courses, talks, workshops, concerts, social dances, rehearsals including sitzprobes, musical theatre productions, conferences, exams, meetings, wedding parties and celebrations, receptions, awards ceremonies, cabarets, dance competitions and archive launches.

The post-holder will also collaborate with and support the IT & Technical Support Officer, where required, during planned periods of annual leave or scheduled maintenance, or in the event of the unexpected affecting the IT provision throughout the building.

Principal duties, tasks and responsibilities:

Event planning

- Providing technical and production advice for sound, lighting and live stream to all staff. This includes liaising with the Programming and Event Planning teams on what can be delivered with existing resources to meet the needs of proposed activity to the best standard.
- Advising on the technical aspects of new and existing venue hire bookings and events, including contributing to budgeting, scheduling and viability studies, and holding in-depth knowledge of all Bishopsgate Institute equipment inventory and spaces
- Leading technical site visits and show rounds with venue hire clients and event partners, as required
- As required, sourcing external expertise or kit to an agreed budget and plan (such as sound / lighting designers or operators, radio mics, larger sound desk, additional truss and lanterns, etc)
- As required, planning technical and AV support staffing (using a preferred supplier list of freelance sound, lighting, live stream and AV technicians) to cover holiday,

sickness, fill gaps in schedule, or when extra staff and skills are needed to deliver our events

- Assessing existing stock and capability against need and making recommendations for additional purchases of equipment it would be more cost-effective for the Institute to own than to hire, ensuring appropriate costs are passed on to external clients via Event Planners
- Communicating and collaborating with colleagues, venue hire clients and event partners as required, over email, phone or in person. This includes coordinating site visits, tech run throughs or online meetings as part of the event planning process
- Providing basic troubleshooting training to Event Technicians & Duty Managers, so that in your absence, they can problem solve technical issues independently

Event delivery support

- Lighting: programming and operating in-house lighting rigs, where required, or supervising agreed freelance technicians to programme and/or operate them when needed
- Sound: operating in-house sound rigs, where required, or supervising agreed external technicians to operate them when needed
- Live stream: setting up and operating for live streamed events (across Zoom, OBS and other live stream platforms) or arranging for additional live stream technicians to support when needed
- Acting as the main technical liaison for all venue hire bookings, internal and external events that require tech support and collaborating with any project or event-specific external partners or contractors as required

IT Support

- Deputise for the IT & Technical Support Officer in their absence, for troubleshooting. As directed by the Operations Manager, this may include responding to tickets raised via the IT Ticketing Helpdesk system, supporting staff with minor IT issues, and liaising with IT support contract, NSIS, in the event of bigger issues
- In the absence of, or as directed by, the IT & Technical Support Officer or Operations Manager, be able to restart servers/restore networks if required, to ensure business continuity
- When required, to support the IT & Technical Support Officer with planned maintenance of the networks and servers, housekeeping and installations

Financial planning

- Contribute to draft budgets for aspects of technical development or event production, as required, in support of the Operations Manager and Venue Hire & Event Planning Manager
- Source and contract third-party support contractors and suppliers as required, securing quotations to ensure best value for money for the Institute (budget held by Operations Manager)
- Ordering AV stock as required, ensuring that purchases and hires are within planned budgets or making recommendations for when additional resources might be needed to match clients and programme needs

Health and safety

- Produce risk assessments and/or method statements for agreed events and productions, ensuring that Health and Safety Policies, industry standards, best practice and licensing requirements are always adhered to
- In collaboration with the Buildings Manager, ensure that all parties involved in the technical delivery of special events, venue hire, and projects are both familiar and compliant with the Health and Safety Policy and all associated policies, procedures and methods of working
- Ensure that all in-house equipment is compliant with current legislation and best practice
- Ensuring that technical equipment is safely packed down and stored at the end of each event

Maintenance and administration

- In collaboration with the Buildings Manager and IT & Technical Support Officer, ensuring all equipment and facilities relevant for technical production are inventoried every 6 months, regularly maintained and serviced to be fully operational at all times. This will include ensuring the engagement and management of external contractors to an agreed budget and timetable, as well as undertaking proactive ongoing maintenance
- In collaboration with the Buildings Manager, arranging periodical servicing and maintenance of lighting grid and sound rigs
- Developing and maintaining an up-to-date and on brand catalogue ("tech spec") of the equipment and facilities available at Bishopsgate Institute to support and inform colleagues, clients and partners.
- Recommending and implementing solutions to ongoing technical problems
- Overseeing installations of new equipment
- Planning and implementing a training plan so other event support staff can perform basic setups and operations of equipment and systems as required
- Produce lighting plans, kit lists, production schedules and all other related paperwork, such as floorplans as required
- Working with the Events Planning team to ensure that all live music events are reported to PRS

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 fulfill the requirements of the job 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
- 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: Production and Technical Coordinator**
   - Demonstrable experience of sound, AV, live stream and lighting management within a multi-use venue to support events of varying scales and levels of complexity
   - Understanding of the specific requirements of a Grade II* listed building and how they relate to this role
   - Demonstrable knowledge of and skills in using lighting and sound systems and in rigging and programming techniques
   - Experience of working with visiting companies, external hire clients or received productions to deliver the event on brief, on time and on budget
   - Knowledge and practical experience of all relevant Health and Safety regulations, and a willingness to continuously improve their knowledge
   - Knowledge and experience of current rigging and working at height practices
   - Knowledge of, or ability to learn and use AutoCAD software
   - Ability to pay close attention to detail and maintain accuracy while handling a varied and demanding workload
   - Excellent organisational and time management skills
   - Excellent customer service, written and verbal communication skills, including an excellent standard of English

2. **Grade-specific requirements: applicable to all Officer level posts**
   a. An understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy.
   b. Ability to manage day to day duties and activities proactively to ensure that tasks are achieved effectively, efficiently and to a high standard of quality.
   c. Experience and awareness of good practice and effective approaches to planning
   d. Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills, both within the wider team and with our customers and visitors.
   e. 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:

Performance	Insight	Engagement & Inspiring Others
• Accountability • Delivering Performance • Alignment & Planning • Learning & Change	• Breadth of Perspective • Making Effective Judgements • Applying Specialist Knowledge • Customer & Audience Awareness	• Working Collaboratively • Communicating & Influencing • Empowering Leadership

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

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 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.

Please refer to the full Competency Framework document as part of the pack of information for candidates or, once in post, ask your line manager for a copy.