

SOUTHBANK CENTRE

Job Description

Post: Duty Support Technician
Department: Production
Reports To: Technical Manager
Salary Range: £33,364 per annum

Southbank Centre

We are Europe's largest arts centre and the UK's fifth most visited attraction, occupying an 11-acre site that sits in the midst of London's most vibrant cultural quarter on the South Bank of the Thames. Our focus, as a charity, is to remain innovative, bold and experimental in what we do and to be highly relevant to the artists we want to work with and to the audiences we want to attract as well as to our current and future employees. We remain committed to creating a place where as many people as possible can come together to experience bold, unusual, entertaining and eye-opening work.

We present work for everyone and we welcome applications from everyone. By attracting people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs, we can continue to look at the world with fresh eyes and find new ways of doing things.

About the role and the team:

- The Southbank Centre Production team looks after all the technical production needs for all the events that are on our site.
- Under the overall direction of the Head of Technical Production with direct line management under the Technical Manager, to play a significant role in the production team in implementing the technical requirements of promoters, artists and other key stakeholders to ensure a safe, smooth and professional presentation of the technical requirements of each event wherever Southbank Centre activities are taking place.

Role objectives

- To undertake daily checks and servicing of venues and breakout rooms across the site, ensuring equipment is in good working order.
- To carry out first line maintenance of all in-house production related technical equipment and advise upon replacements, upgrades, specialist repair etc. as necessary
- To undertake training as directed to improve skills base or meet other Southbank Centre operational requirements

MAIN RESPONSIBILITIES

Events

- To regularly check Southbank Centre's event management system, Artifax, for equipment needs and distribution across the upcoming week, and prepare for conferences and shows as required
- To fill in for absent show crew on an ad hoc basis

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- To support ongoing departmental projects as required

Maintenance

- To work in line with current safety regulations and Southbank's own policies regarding work spaces and technical equipment (for example Portable Appliance Testing and LOLER inspections of equipment)
- To ensure that all technical consumables are stocked to the required standard
- To maintain asset management systems
- To undertake training as required

General

- To ensure that Southbank Centre's Health & Safety policies and safe working practices are followed at all times
- To contribute by suggestions and by example to improving the standards of service provided to the Southbank Centre's customers
- To keep up to date with developments in technology and its potential effects and services
- To undertake any other reasonable tasks as directed
- To participate in the training and development of apprentices and/or work experience placements within the department

We are looking for someone who:

- Works with a pro-active, flexible and helpful attitude.
- The ability to work calmly under pressure, multitask and prioritise.
- Is a team player with excellent interpersonal skills and capable of taking sole responsibility, when required.
- Is self motivated to acquire new skills and technical knowledge within theatre / live events.
- A strong commitment to safe working practices
- Has experience of working in a technical capacity especially in a maintenance environment.
- Has the ability and willingness to support apprentices and other individuals undertaking training with the department
- Is able to demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of the Southbank Centre as a whole and in the work of this particular job.
- Any other duties as reasonably requested by your line manager and or Head of Department.

If you feel that your skills and experience do not fully meet the criteria as listed in the Job Description but that you have other relevant skills and experience that would support you in this role, please do apply and note these in your application.

At the Southbank Centre we believe in:

Creating welcoming spaces

- Because upholding respect, safety and belonging is at the heart of vibrant teams and communities.
- This means us all taking responsibility for shaping and protecting a kind, compassionate and inclusive environment for others.

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Making wonderful experiences together

- Because we all contribute to amazing artistic moments at the Southbank Centre.
- This means us all understanding and valuing the different parts we play in creating enjoyment and success.

Sparking new thinking

- Because different views and thought-provoking conversations inspire innovation, learning and growth.
- This means everyone having a desire to learn and being open to evaluating how they think and work.

Benefits & Perks:

As well as working at one of London's most popular and exciting sites the successful candidate will also benefit from the following:

- A min 5% pension contribution (going up to 8% depending on employee contribution), from day 1 of employment.
- 22.5 days annual leave, plus bank holidays
- Enhanced sick pay
- Enhanced family leave benefits
- Up to 30% discounts at onsite retail, food and beverage vendors
- Staff ticket offers for SC events
- Free entry to Hayward Gallery
- Free/discounted entry with other reciprocal organisations
- Free staff yoga
- Season ticket loan