

JOB DESCRIPTION

Job Title:	Venue Sound and Light Technician
Salary:	£10.50 per hour. With effect from 1 st April £11.70. £11.50 per hour if you oversee an event. With effect from the 1 st April £12.30. £12.00 for hours worked on a Sunday
Location:	College Lane
Hours:	Up to 20 hours per week (minimum Hours Contract). Ranging from day shifts to late night working (95% of shifts are nightshift work)

Vision:

Our vision at Hertfordshire Students' Union is to help students love Herts.

Values:

We are a truly values-led organisation. As such, our Student Trustees must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work while never losing sight of our vision.

Service Excellence:

We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equal Opportunities:

We encourage applications from students with a diversity of backgrounds and experiences to reflect the current student population. We welcome all applications regardless of a persons' race, sex, disability, religion/beliefs, sexual orientation or age.

Main Purpose of Job:

To contribute in a professional manner to the smooth and efficient running of Hertfordshire Students' Union events at our venues. Must have background in sound or light and understand the operation of equipment. To have due regard for good customer care, equal opportunities and health and safety. Reporting into the Head of Operations, Operations Manager and the Duty Manager.

Main Duties and Responsibilities:

- To perform duties to ensure that events run by Hertfordshire Students' Union run smoothly.
- To liaise with external 'acts' and provide them with all equipment to specification.
- To be available during an event to fix any problems that may arise with equipment.
- To be aware of and comply with, health and safety guidelines and laws with regard to public entertainment and any equipment you use. To refer to your supervisor if in any doubt.
- To protect Union owned equipment from potential damage or theft.
- To assist in promotions of any Hertfordshire Students' Union activities.
- To attend training events as required.
- To be flexible in your approach to work and undertake other duties as and when required.
- To cover the duties of The Venue Staff as and when required.
- To assist with the distribution of promotional material for Hertfordshire Students' Union events.
- Any other duties as instructed by the Venue Management Team.
- To be responsible for the look and feel of the venue at the time of the event

Expected Standards:

- As the post holder will have contact with customers, you will need to act in a polite, courteous and helpful manner. At all times you will be concerned with ensuring that customers are satisfied with the service received.
- The post holder will present themselves for work being clean and tidy, wearing any stipulated uniform cleaned and ironed.
- The post holder when working at events with public and private attendees, will provide excellent levels of customer service and professionalism.
- The post holder will display the highest standards of integrity at all times.
- The post holder will observe high standards of punctuality.
- The post holder will not consume alcohol or illegal substances whilst on duty or arrive on duty under the influence of either.
- The post holder will have a flexible approach to the hours and days worked.
- To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

PERSON SPECIFICATION

Technical Crew

SELECTION CRITERIA	REQUIREMENTS
Educational Qualifications & Training	Basic technical skills Good level of general education
Knowledge	Able to demonstrate an understanding of customer care.
English Speaking	Ability to speak and understand English to a good standard
Experience	Previous technical/Ents work. Previous experience of working in a busy environment.
Skills	Technical Ability Problem Solving Ability to use own initiative
Special Requirements	Flexible approach to working hours. Accept that you will have to regularly work the busiest events nights.
Other	Of high integrity Smart, clean and tidy in appearance Projects a friendly, happy, helpful nature

This job description is intended as a guide to the duties required and is not exhaustive.