

Role Description

Audio Visual Technician



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services Division / Venues Services & Events Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	VEN008
ANZSCO Code	399516
PCAT Code	1119192
Date of Approval	8 January 2018
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

Museums of History NSW is the first cultural institution in the state with history as its core mandate. As a custodian and storyteller, MHNSW is committed to preserving and presenting our state's unique history and bringing its stories to life through diverse voices and viewpoints. We place history before us not behind us, making it immersive, discoverable and relevant through interpretation, exhibitions, public programs and online resources.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

Primary purpose of the role

Engage with external and internal clients to ensure the successful delivery of events involving audio visual equipment for commercial and non-commercial venue hire bookings at Museums of History NSW's properties and sites.

Key accountabilities

- Maintain currency of knowledge across audio visual technology and their use to support the delivery of successful and professional events.
- Liaise with external clients to obtain their audio visual requirements and deliver technical services to meet their event needs.
- Resource and allocate audio visual equipment for events as required to ensure appropriate levels of equipment are available.
- Install and pack down audio visual equipment at the agency properties as required to meet functions requirements.
- Assist with the set-up, pack down and reset of event spaces (including non AV items e.g. furniture) as required to accommodate commercial venue hire needs.
- Transfer equipment between event spaces and the agency's properties to facilitate the successful delivery of functions.
- Participate in site inspections to establish the audio visual requirements of events taking into account the heritage needs of the properties.
- Communicate with the Information & Communications Technology Team to provide onsite audio visual support for Museums of History NSW's staff as required.

Key challenges

- Implementing and following industry regulations and requirements to ensure the audio visual support being provided is compliant.
- Developing a continuing awareness of the programs/events within the Portfolio sites to enable functions to be delivered without impacting visitor and guest experiences.
- Working as a part of a multi-disciplinary team to ensure safe, efficient and complaint events are implemented within the confines of heritage conservation requirements.

Key relationships

Who	Why
Internal	
Audio Visual Services Engineer	<ul style="list-style-type: none">• Receive guidance from and provide regular updates on events, issues and priorities.• Provide support for the delivery of events.
Venues Services Coordinators	<ul style="list-style-type: none">• Provide support packing down, setting up rooms and moving equipment between venues spaces and MHNSW sites.
Venue Events & Services Team	<ul style="list-style-type: none">• Collaborate with to ensure events and operational needs at agency's sites are accommodated.• Collaborate with to ensure the consistent and professional delivery of internal and external bookings requirements.
Information & Communications Technology Team	<ul style="list-style-type: none">• Work with to gain and provide support for as required.• Communicate with/keep updated with equipment issues and maintenance schedules.

Who	Why
	<ul style="list-style-type: none"> Maintain effective interaction and cooperation.
Staff across the agency	<ul style="list-style-type: none"> Communicate with to facilitate access and movement of equipment between MHNSW sites efficiently. Maintain effective interaction and cooperation across the agency. Collaborate with to ensure events and operational needs at agency's sites are accommodated. Collaborate with to ensure the consistent and professional delivery of internal and external bookings requirements.
External	
Clients	<ul style="list-style-type: none"> Provide with technical advice. Liaise with to establish their audio visual requirements. Collaborate with to ensure their expectations are met. Liaise with commercial clientele using diplomacy to meet client requirements without impacting upon the daily operations and conservation of agency sites.
Contractors	<ul style="list-style-type: none"> Coordinate the use and hiring of audio visual equipment. Contact to provide and gather information and resolve routine issues.

Role dimensions

Decision making

This role:

- Prioritises own workload in order to meet deadlines and manage daily work in consultation with the supervisor.
- Takes active ownership of own work.
- Provides prompt and relevant information to internal and external stakeholders.
- Is committed to working in a team to achieve agreed objectives.
- Maintains efficient lines of communication.
- Maintains an awareness of property operations and determines appropriate responses to changes that have the potential to impact on events or programs.
- Maintains an awareness of the need to protect the heritage needs of the agency's site when moving equipment around event spaces
- Monitor services standards to ensure customer expectations are met or exceeded.

Reporting line

This role reports to the Audio Visual Services Engineer.

Direct reports

Nil

Budget/Expenditure

Nil



Essential requirements

- Qualifications in Audio Engineering or demonstrated relevant experience coordinating and delivering detailed audio visual requirements for events.
- Current NSW driver's licence.
- Ability to manage lifting, carrying, standing, kneeling and moving around heritage sites both internal and external environments.
- Willingness to work across and ability to travel to multiple work locations.





Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies