

POSITION DESCRIPTION

SUMMARY

Position title: Manager, Technology Operations
Department: Technology Services
Reports to: Senior Manager, Technology Services
Effective Date: 16 August 2017

MCEC's Vision To be the world's best events destination leading the way in food, technology and service.	
MCEC's Core Purpose To connect people through memorable experiences.	
<i>MCEC's guiding principles underpin all of our actions and are to be demonstrated by all employees. In order to successfully role model these behaviours, this position requires a focus on the following:</i>	
Excellence proud of who we are and excel to be the very best	Develop and maintain strong relationships by listening to internal and external customers and understanding and responding to identified needs. Provides service excellence.
Innovation embracing new ideas and creativity	Identify, generate and apply new and unique ideas or solutions to improve processes, methods, systems or services and the internal and external customer experience.
Integrity a commitment to being honest and ethical	Operates in a manner that is consistent with the organisation's code of conduct and policies. Takes responsibility and ownership for own decisions, actions and results. Can be relied upon to ensure that tasks/projects within areas of responsibility are completed in an ethical and timely manner
Respect act with consideration and appreciation	Makes clear and convincing oral presentations to individuals or groups, listens and responds appropriately to information from others. Expresses facts and ideas in writing in a clear, convincing and organised manner.
Working together as one, we are empowered, supported and recognised	Ability to effectively work as an active and contributing member of a team to complete assignments and achieve goals

DIMENSIONS

Direct reports: 8 + 40 FTE EBA

Budget responsibility: Delegated authority - Management Level. Influences department budget particularly regarding labour spend, margins and forecasting, both internally and through agencies. Also influences spend on training. Contributes to agency panel review and manages payments to agencies for labour costs incurred.

Other: Member of OHS and WCC committees

POSITION PURPOSE

The Manager, Technology Operations is responsible for managing a team of service managers and technicians, who directly deliver technology services to events. They will manage the department service standards and ensure all team members perform in accordance with those standards, as well as the overarching MCEC unity principles.

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ORGANISATIONAL RELATIONSHIPS

Internal Relationships

Planning	Manage the provision of advice, from service managers, coordinators and team leads, to planners, in the allocation of labour and method of delivery for events
CE&O	Manage the provision of advice, from service managers, coordinators and team leads, to AMTs in the delivery of event services
Strategy & Innovation	Provide suggestions to S&I for appropriate publicity opportunities on specific events
People & Culture	Work closely with People & Culture in designing and delivering programs to ensure, in particular, effective utilisation of a large, skilled, casual workforce
Finance	Monthly and annual reporting on labour related expenditure and revenue
Procurement	Work with Procurement to manage the supplier review and exemption programs, as well as to ensure all engagement of labour suppliers complies with all Procurement policies and guidelines
Workforce Scheduling	Manage provision of feedback, from service managers and team leads, to WFS, to ensure teams are adequately resourced to provide quality setup and operation services
Set Ups	Manage the coordination of event delivery between setups and AV
Safety Manager	Work with the Safety Manager to manage department specific safety requirements.
Manager, Infrastructure & Equipment	Track revenue generation performance; contribute to product development and pricing; review performance of equipment and staff on events
Manager, Specialist Services	Consult on development of specialist services, product development, and technician utilisation
Specialists	In conjunction with specialists, manage the development and implementation of training initiatives on specialist equipment, to ensure technician competency across all services, manage the optimisation of staffing for events, and manage appropriate labour allocations for specialist service operations
Training & Development Officer	In conjunction with specialists and the Training & Development Officer, manage development and implementation of training plans for technicians and service managers to ensure appropriate coverage for specific skill sets, as well as for service standards

External Relationships

Labour Hire Agencies	Work with the Workforce Scheduling Manager to source and build strong relationships with labour hire agencies
Contractors	Manage the coordination of contractor service delivery in conjunction with MCEC service delivery
Clients	Manage the escalation of service delivery issues. Manage key account relationships.
MEAA	Build strong relationships with union delegates and representatives

KEY ACCOUNTABILITIES (WHAT)

PEOPLE AND CULTURE

- Recruit, on-board, manage, develop and retain a team of service managers and technicians
- Ensure the team's reliance on single points of failure is minimised via succession planning
- Provide development opportunities for staff across both technical and management streams.
- Manage the department continuous improvement program, including ensuring all staff are appropriately skilled in practices like root cause analysis
- Manage the department OHS program
- Manage the development and maintenance of any documentation required for service manager and technician operations
- Investigate and address any team members' workplace incidents

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CUSTOMERS

- Maintain adequate staffing to ensure the smooth operations of all event related services
- Manage the provision of advice, from service managers, to planners and customers, in optimal use of staff for event delivery requirements
- Manage a research program in best practice people management, with a focus on large and casual teams, and technically skilled teams, to ensure that MCEC is seen as an employer of choice in the AV industry
- Manage the development and implementation of systems projects for processes in supporting technology services for event delivery
- Attend event related inter-departmental meetings to maintain consistent quality levels across the department

CORPORATE AND FINANCIAL HEALTH

- Ensure expenditure on casual and agency staff is managed within the allocated budget targets for labour margins and agency caps. Process payments for agencies and confirm pays for staff.
- Optimise the use of MCEC staff to ensure revenue is maximised
- Contribute to department budget forecasting, particularly in relation to labour forecasting for casual and agency labour costs
- Manage reporting on compliance with budget targets for labour margins and agency caps
- Manage exemption programs with Procurement for expenditure using specialist agencies
- Manage pricing changes for staff-based technology services in conjunction with Planning, CE&O and Specialists
- Manage any other operational, staffing or service based reporting requirements for the department

COMMUNITY

- Promote diversity in hiring practices
- Work with the Training & Development Officer to promote MCEC as an employer of choice within the AV industry
- Work with the industry bodies to promote best practice operations in the AV industry
- Develop and manage community based programs for the department, including volunteer opportunities, team building activities, and student programs to provide skill development opportunities for the AV industry

OCCUPATIONAL HEALTH & SAFETY

- Managers are to ensure the implementation and maintenance, within their relevant department, of an efficient and effective system of management for OH&S consistent with the Victorian legislative requirements. This includes, but is not limited to; training of new and current team members as well as follow up and investigation of any workplace incidents relevant to their area of work. Attendance at times will be required at the monthly OHS Committee meeting.
- Other duties as reasonably directed.

EXPERTISE - QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS

Essential

- Construction card

POSITION DESCRIPTION

Desirable

- Possession of a relevant tertiary qualification
- Advanced Rigging
- EWP Ticket

KNOWLEDGE AND EXPERIENCE

Essential

- Extensive experience in the AV industry, with a focus on the technical elements of event production - lighting and rigging, audio systems, vision systems, communications, multimedia, and related conferencing services, particularly for purpose built convention or conference centres
- Experience managing large casual, and highly skilled teams
- Advanced MS Office skills
- Excellent written and verbal communication skills

Desirable

- Experience with EBMS
- Experience with rostering large casual workforces with complex skill requirements