

POSITION DESCRIPTION

SUMMARY

Position title: Manager, Specialist Services
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: 6

Budget responsibility: No delegated authority.

Influences department budget particularly regarding any external costs on specialist services like rigging.

Other: Participate in EBMS committee

POSITION PURPOSE

The Manager, Specialist Services is responsible for managing a team of specialists who provide event design and quality control services to planning and event delivery teams.

ORGANISATIONAL RELATIONSHIPS

Internal Relationships

Manager, Technology Operations	Works with the Manager, Technology Operations, to optimise revenues for staffing and services provided to events, and to ensure all services are provided
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	with a high level of quality. Work together to address any issues raised between technicians and specialists.
Technology Services Managers & Coordinators	Manage the provision of advice, from specialists to TSMs, coordinators and team leads in the design and delivery of services for events
Technicians	Manages the provision of mentoring and development opportunities by specialists, for technicians
Strategy & Innovation	Work in conjunction with Marketing and Comms for new and updated specialist services. Provide suggestions to S&I for appropriate publicity opportunities on specific events
CE&O and Planning	Manages the provision of advice, from specialists to AMTs, M&E and planners, in the design of services for events
Manager, Infrastructure & Equipment	Works with the Manager, Infrastructure & Equipment, to optimise revenues for equipment and services provided to events, and to ensure all equipment and services are provided with a high level of quality. Work together to ensure specialists and engineers interact to optimise the use and maintenance of all equipment in each specialist's area.
Training & Development Officer	In conjunction with T&DO, 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	
Equipment hire / production service companies	Manage the relationship between specialists and external service providers in their speciality field

KEY ACCOUNTABILITIES (WHAT)

PEOPLE AND CULTURE

- Manage a team of AV and communications specialists
- Ensure that the team's reliance on single points of failure is minimised through succession planning
- Provide development opportunities for staff across the technical stream
- Ensure the specialist team complies with all relevant OHS requirements, as well as ensuring that all equipment documentation produced by the team provides technical staff with the information required to use and operate the equipment safely
- Investigate and address any team members' workplace incidents

CUSTOMERS

- Ensure the appropriate design of all specialist services
- Ensure all specialist services are delivered with appropriate quality controls
- Manage a research program to ensure that MCEC is seen as an employer of choice in the AV industry, and continues to maintain its reputation as a world leader in the provision of technology services for events.
- Manage the team of specialists in their implementation of systems and capital projects as directed by the Manager, I&E
- Manage the team of specialists in their provision of advice on service design as directed by the Manager, Tech Ops
- Responsible for the development and implementation of Service Standards on all specialist services

CORPORATE AND FINANCIAL HEALTH

- Ensure expenditure on specialist services is managed within budget
- Ensure all resource and package management undertaken by specialists is performed consistently and to an agreed level of quality
- Optimise the use of MCEC equipment to ensure revenue is maximised

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- Manage reporting on financial performance of specialist services
- Ensure the delivery of MCEC services is in accordance with all applicable legislation

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

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
- Intermediate Rigging
- EWP license

Desirable

- Possession of a relevant tertiary qualification
- Advanced Rigging

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 the corporate market
- Advanced Microsoft Office skills
- Excellent written and verbal communication skills

Desirable

- Experience with EBMS
- Experience with a CAD program