

POSITION DESCRIPTION

JOB TITLE	Head of Production & Technical, ACO On The Pier
REPORTS TO	Chief Operating Officer
DIRECT REPORTS	Technical Manager and Casual Technicians, Stage Managers and Mechanists

ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra (ACO) is renowned world-wide for its inspired and courageous programming and unrivalled performances. The ACO collaborates with an extraordinary range of artists including the world's leading performers, cinematographers, writers, and visual artists. In April 2022, the ACO opened its new, purpose-built home in Sydney's Walsh Bay Arts Precinct - ACO On The Pier - which includes 3 venues: 277-seat Performance Space, Event Space and Studio, as well as a Media Suite and other preparation and administration spaces. ACO On The Pier is an exciting home for performance, presentation, creative development and community engagement as well as private and corporate events and conferencing.

ABOUT THE POSITION

The Head of Production & Technical leads all production and technical operations and services for ACO On the Pier. The role works closely with the ACO On The Pier team, ACO Executive, ACO producers, external clients and other stakeholders. It is responsible for ensuring that the events, technical facilities, systems, personnel and related services of the ACO's home are safely and seamlessly managed, planned, staffed, operated, cared for and developed to ensure the achievement of the organisation's artistic, financial and operational objectives.

DUTIES AND RESPONSIBILITIES

1. Production and Technical Direction and Management

- a) Oversee the planning and delivery of all venue production and technical operations including but not limited to audio, lighting, vision rigging, seating and draping configurations;
- b) Liaise with all potential and confirmed users to ensure delivery of their production and technical requirements in a timely and cost-effective manner, including facilitation of their needs during hire periods on site;
- c) Work with the ACO Pier 2/3 team to develop commercially effective services, systems and work practices to minimise cost and maximise income generation;
- d) Develop systems and standards to ensure excellence in customer service
- e) Provide effective, timely production and technical assessments, advice and costings to all ACO departments to ensure a seamless customer experience;
- f) Maintain accurate technical specifications and event plans of venue spaces, including technical documentation for internal and external hirers;
- g) Work closely with the Venue Operations Manager to continue the development and refinement of standard operating procedures and protocols for all production and technical systems and venue operations to ensure safety, consistency of service delivery and effective knowledge transfer;
- h) Manage the coordination and procurement of third party technical services and providers;
- i) Undertake basic sound, lighting and vision set up and operation as required.

2. Management of Systems and Processes

- a) Undertake the rostering and administration of staff in line with customer needs, venue protocols and team budget within the ACO's venue management and HR systems;
- b) Work closely with the ACO On The Pier team to ensure systems and processes optimise the venue sales capability of all ACO spaces and deliver consistently high quality events and activities;
- c) Collaborate with Finance and the ACO On The Pier Team to implement cost management, forecasting and reporting procedures for all related staff and technical systems to assist with financial management and budgeting; and
- d) Ensure systems and process documentation for the use of and care for equipment, as well as for the responsibilities of technical and production staff are continually refined and implemented.

3. People Management

- a) Ensure that technical and production staff and contractors are trained and competent to carry out their duties, including training of select ACO staff on basic technical functions of the spaces as required;
- b) Consciously foster a workplace culture that is consistent with the ACO's purpose, vision, principles and values;
- c) Forecast and plan staffing requirements and manage all relevant technical and production casual/contractor staff;
- d) Direct and support the technical and production casual staff using ACO performance management framework that encourages continuous feedback, goal and priority setting and development planning;
- e) Ensure consistent and effective communication and knowledge transfer with the technical and production teams;
- f) Work closely with the Front of House Services Manager to ensure aligned customer service standards across all ACO On The Pier activities;
- g) Oversee training of all appropriate ACO staff in new systems, policies and procedures as required to ensure functional usage of the ACO venues are effective and efficient; and
- h) Proactively address people related issues with the support of the Chief Operating Officer and Head of HR.

4. Facilities Management

- a) Act as a point of contact for technical systems management including collaborating with all areas of ACO's business to ensure efficient and safe functioning of all ACO On The Pier spaces;
- b) Collaborate with the ACO Venue Operations Manager to establish and maintain asset maintenance and management systems and programs;
- c) Ensure efficient and cost-effective management systems are in place for the relevant technical facilities of the premises, including management of routine, non-routine and mandatory maintenance programs (staff, contractors, budgets) and compliance with all statutory and government authority acts, regulations and requirements;
- d) Develop and implement a technical systems plan to deal with technical upgrades and redundancies;
- e) Ensure the security of ACO's assets through operational planning; and
- f) Coordinate with Casual Event and Facilities staff to facilitate freight deliveries, contractor access and other uses of the Pier 2/3 facilities as required.

5. WHS & Risk Management

- a) In collaboration with the ACO On the Pier team and the ACO's Workplace Health & Safety Consultation Group, ensure that all work health and safety requirements are regularly considered, that risks are regularly identified, assessed, mitigated and communicated to workers and stakeholders and that all safety and maintenance registers required under legislation are kept up to date;
- b) Manage building evacuations and/or emergency response procedures and/or crisis management protocols in consultation with the Front of House Services Manager, ACO's WHS Consultation Group and WBAP Precinct Management; and
- c) Act as Deputy Chief Warden for Pier 2/3 as required.

6. Other

- a) Undertake training where required on WHS, First Aid, Child Safety, Working at Heights, Traffic Control, manual handling and any other training as required;
- b) Keep engaged with peer performing arts companies and venues, and their technical and production personnel, and proactively build relationships with counterparts;
- c) Keep up to date with industry trends, innovations and benchmarks including advising on the acquisition and updating of equipment and the introduction of new technology; and
- d) Other duties as required.

KEY RELATIONSHIPS

The position is required to develop positive relationships within their immediate team and across the whole organisation as well as with a broad range of external stakeholders.

The position works closely with external stakeholders including partners, patrons, hirers, contractors, suppliers and other Walsh Bay Arts Precinct tenants, as well as the WBAP Precinct Manager and their staff and contractors and statutory bodies.

The position is a key member of the ACO's Workplace Health and Safety Consultation Group.

TERMS

The position is a permanent full-time position based in the ACO's home in Sydney. The ACO supports opportunities for employees to achieve a balance in their work and home lives particularly for intensive touring or operational roles within the organisation.

Please note that working hours for this position will be irregular due the nature of the role at ACO On The Pier and the venue's activity schedules, with evening and weekend work required regularly where not covered by casual staff.

POSITION REQUIREMENTS

The successful applicant will meet the following position requirements:

Skills & Experience:

- Demonstrated senior level experience at production and/or technical management level or higher within an arts company, a multi-artform venue, event production company or on large scale productions;
- Superior organisational, administrative and time management skills with demonstrable experience in managing staff, budgets, multiple projects and competing priorities;
- 'Exemplary people management skills, including experience in successfully building strong relationships and culture with staff and stakeholders;
- Knowledge and practical working experience with venue and event technologies and systems, (lighting, sound, audio visual, video, staging)

- Knowledge and experience of current rigging and work at height practices, rigging systems and staging;
- Knowledge and practical experience of all relevant WHS legislation and safety systems in a performance and events venues;
- Experience successfully preparing, managing and reporting on business plans and budgets;
- Highly competent written and spoken communication skills with excellent attention to detail;
- Capacity for swift and effective decision making under pressure;
- Ability to perform manual labour, including but not limited to performing physically demanding duties, lifting and working at heights;
- Advanced competence in Microsoft Office, Auto CAD, Vectorworks; and
- A current Working with Children check and Driver's License.

Advantageous Qualifications & Experience:

- Experience in Dante audio system and lighting network systems;
- Experience in venue and asset management software;
- Experience of working with musicians and other performing artists, arts organisations, event companies and corporate clients; and
- Experience in working with performing arts venue management and asset management.

Attitudes:

- A passion for working within a dynamic performing arts organisation;
- Interest in music;
- A kind team player who does not compromise on personal responsibility;
- Enthusiasm, initiative, self-motivation and self-discipline; and
- A willingness to work flexible hours.

DIVERSITY & INCLUSION

The ACO is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.

At 20 January 2026