

Attachment 16

ACT Public Service

WORK LEVEL STANDARDS

**Classification: Theatre
Technicians**



ACT
Government

INTRODUCTION TO ACTPS WORK LEVEL STANDARDS

Work level standards (WLS) describe the distinctive elements of work at each classification level. They are a statement of the broad job requirements and operating context, the typical duties, and the qualifications, skills and experience required of each classification level.

WLS are not supposed to be a comprehensive list of responsibilities and duties for each classification level. Roles will not necessarily involve all of the examples listed in the WLS.

The current WLS have been developed using multiple sources of information to ensure they suitably reflect and are relevant to the operating context within which the classification group is currently operating within.

The descriptions of the functions and characteristics consider the wide-ranging nature of work that occurs within the ACTPS. They should be considered as general in nature and will require some interpretation based on the broad job context and conditions within which the functions and characteristics are performed.

The WLS consist of the following three elements:

- 1. Characteristics** contain general statements about the broad job requirements and operating context for each classification level. They are described in *work value* terms, using the four key elements of the ACTPS Work Value Framework:
 - Responsibility and accountability
 - Physical nature of work (where applicable)
 - Cognitive nature of work
 - Social nature of work
- 2. Functions** detail the typical duties and provides examples of the types of tasks and/or functions performed at each classification level.
- 3. Qualifications, skills, and experience** detail the general type and extent of the qualifications, skills and experience expected at each classification level.

HOW ARE WORK LEVEL STANDARDS RELEVANT?

The ACTPS WLS:

- Provide a common language across work areas and Directorates within the ACTPS.
- Support sound decision-making for role design and classifications.
- Help employees understand what is expected of them in their role.

The main uses for WLS include:

- **Role classification** – for example, a new role is being created and the WLS are used to determine what classification the role should be.
- **Role design or re-design** – for example, the operating context a role is working within has changed and the role needs to be re-designed to reflect the changes.
- **Evaluation of work value** – for example, when the requirements of a role have changed they should be assessed using the *ACTPS Work Value Assessment Framework* to determine the most suitable classification level.
- **Developing a position description or job advertisement** – for example, when advertising to recruit for a role, the WLS can be used to describe the key requirements associated with the role.

- **Learning and development** – for example, an employee who wants to progress to a higher classification level can use the WLS to identify the areas where they need to gain more experience.
- **Performance management** – for example, a manager can use the WLS to set performance expectations related to the role and classification level with their team members.

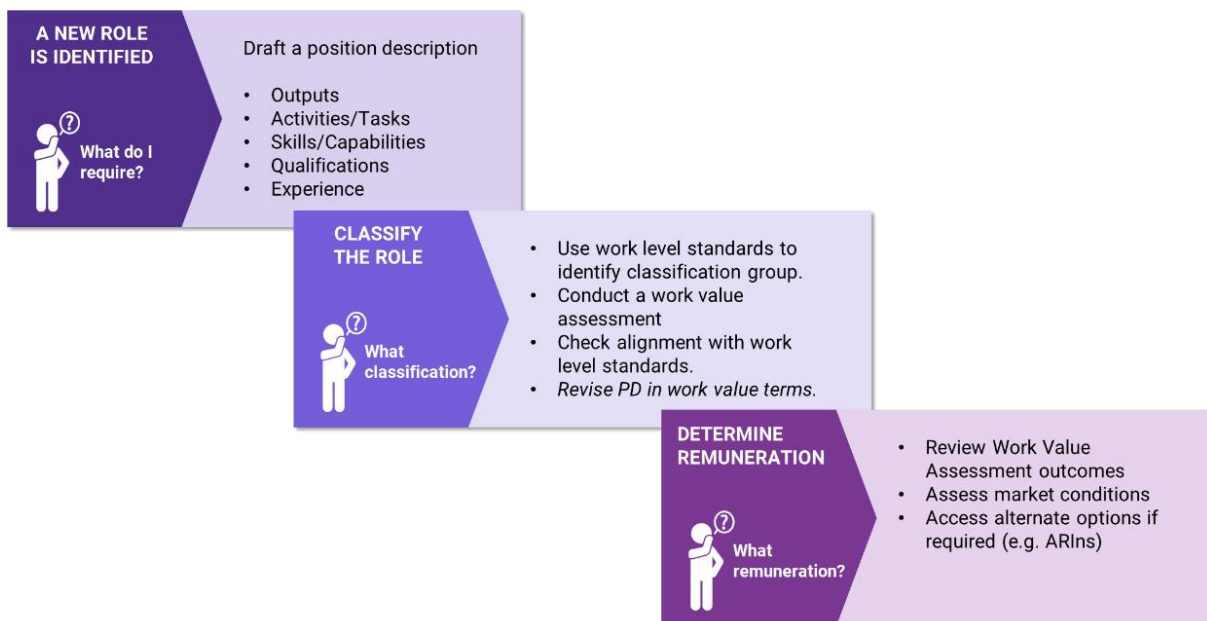
USING WORK LEVEL STANDARDS AND WORK VALUE ASSESSMENT TOOL FOR CLASSIFYING A ROLE

Assessing a role for the purposes of classification involves objectively evaluating a role based on information and evidence gathering and mapping against the ACTPS Work Value Assessment framework features which can be found in the *ACTPS Work Value Assessment Tool*. Information and evidence gathering includes activities such as reviewing position descriptions and interviewing or surveying individuals within a role and those supervising the role.

It is important to note the *ACTPS Work Value Assessment Tool* provides an assessment of work value only. To determine what classification a role best fits within, a review of relevant work level standards will also need to be undertaken. Work level standards capture the way in which tasks, responsibilities, skills, and experience differ across classifications.

There are also additional considerations, such as market conditions, that are important when it comes to determining remuneration for a role.

An example of how the work value assessment, work level standards, and other considerations all form part of determining the classification for a role is depicted below.



Appendix A of this document provides a set of recommended work value scores for this classification group that should be used in line with the guidance provided in the *ACTPS Work Value Assessment Tool*.

SUMMARY

Characteristics

The following table outlines the differences between the Theatre Technician Classification levels in terms of the work value factors (*refer to the ACTPS Work Value Assessment Framework for further details*).

WORK VALUE FACTORS	THEATRE TECHNICIAN 2	THEATRE TECHNICIAN 4
Organisation of work	Limited responsibility	↑ Moderate responsibility
Implications of failure	Moderate	→ Moderate
Autonomy and decision making	Limited supervision	↑ Limited direction
Accountability	Limited	↑ Moderate
Physical environment	Moderate	→ Moderate
Degree of physicality	Moderate	→ Moderate
Cognitive complexity	Procedural complexity	↑ Moderate complexity
Application of knowledge and skills	Intermediate	↑ Substantial
Mental Stress	Moderate exposure	→ Moderate exposure
Team environment	Moderate interaction	→ Moderate interaction
Customer and client relationships	Routine customer service	↑ Moderately complex and sensitive customer service

↑ Higher work value than the lower Classification level → Equivalent work value than the lower Classification level

Functions

Functions are similar across the levels with the key differences relating to the additional supervisory, advisory, program implementation activities for a Theatre Technician 4 level role.

Qualification, skills, and experience

Both classification levels require similar qualifications, skills, and experience with the addition of the following for the Theatre Technician 4 level:

- Substantial experience and professional knowledge in managing the maintenance and operation of professional theatre equipment within *one* of the following categories:
 - audio, visual and associated systems including access services such as captioning, audio loops and hearing assist
 - electrical/lighting and associated systems
 - stage equipment including theatre counterweight flying systems.

THEATRE TECHNICIAN 2

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Incur moderate consequences arising from their failure to effectively undertake the required work.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- In some circumstances, be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor for personal and team outcomes to some extent.
- Be accountable for monitoring emerging issues, identifying their impact on tasks and identifying and mitigating risks that will impact on personal and team outcomes.
- Be responsible for managing competing requests, demands, and priorities.
- Be responsible for planning the achievement of personal or team results.

Physical nature of the work

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- The use of specific physical skills and/or physical exertion, on a regular basis, to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relates to a range of activities.
- Use interpretation, analysis, and some judgement to select an appropriate course of action.
- Occasionally involve encountering unfamiliar circumstances which may require some judgement or technical assistance.
- Involve exposure to high pressure or extreme demands and work may occasionally be conducted in an intense environment.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members.
- Providing advice and support to team members.
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.
- Representing the work area at internal meetings and external meetings.

FUNCTIONS

Typical duties for this work level include:

- Liaise with and interpret a hirer's staging requirements to ensure the efficient, orderly, and safe presentation of their production.
- Operate equipment to support productions and events in the theatre.
- Supervise operations during productions and events, including bump-in/out, directing and supporting casual staff, and negotiation and liaison with clients and production companies.
- Represent the Canberra Theatre Centre to external individuals and associations, including assisting with tours, presentations, marketing, and publicity operations.
- Assist with stage equipment maintenance and management activities.
- Assist in installation, training, and preparation of operating procedures in regard to new equipment.
- Allocate or sub hire any equipment necessary for the efficient functioning of a performance.
- Liaise with production companies and staff regarding client requirements, schedules, and performances.
- Perform a number of physical activities such as working at heights, carrying equipment in excess of 15kg, operate elevated platforms, climb stairs and ladders.

Examples of the types of roles that align to these functions include: Technician Audio, Technician Lighting, and Technician Mechanical.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- Sound knowledge in one of the following categories of theatre equipment (dependent on the role), including its operation in a professional performing arts theatre environment, as well as basic working knowledge of at least one other area of technical theatre specialisation:
 - staging equipment
 - audio and visual equipment
 - lighting equipment.
- Experience in the provision of a professional level of technical services and facilities to hirers and users of professional performing arts theatre venues.
- Experience in the maintenance and operation of theatre technical equipment.
- Experience in the supervision and deployment of staff to achieve production requirements.
- Liaison, communication, and negotiation skills.

- Knowledge and awareness of current industry standards of safety, installation, quality, security, and performance expected of a professional performing arts venue.

THEATRE TECHNICIAN 4

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Supervise and organise the day-to-day work of a small number of employees or a small team who carry out similar types of work or have team members undertaking similar tasks or who possess similar skill sets.
- Have direct responsibility for resource management including administering, monitoring, and reporting.
- Incur moderate consequences arising from their failure to effectively undertake the required work.
- Work under limited direction, using discretion and initiative over a broad area of activity with autonomy in interpreting policy and applying practices and procedures.
- Make decisions based on professional judgement and evaluating risk in the context of a complex and changing environment.
- Make decisions on a broad variety of matters with a significant impact on own work area and may affect other parts of the agency.
- Be accountable for developing plans and objectives for short-term tasks and contributing to business improvement strategies.
- Be accountable to immediate supervisor for team outcomes.
- Be accountable for monitoring related emerging issues, identifying their impact, and conducting risk management activities within a sphere of responsibility.
- Contribute to strategic planning for longer-term initiatives.
- Provide expertise and technical knowledge across a range of activities, providing technical advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Be responsible for setting priorities and ensuring quality of outputs for the work area.

Physical nature of the work

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- The use of specific physical skills and/or physical exertion, on a regular basis, to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relate to a range of activities.
- Require interpretation, analysis, and some judgement to select an appropriate course of action. There may be occasions where unfamiliar circumstances may require some judgement or technical assistance to be sought.
- Involve exposure to high pressure or extreme demands and work may occasionally be completed in an intense environment.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members.
- Providing advice and support to team members.
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project, or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

Typical duties for this work level include:

- Liaise with and interpret a hirer's staging requirements to ensure the efficient, orderly, and safe presentation of their production.
- Supervise operations during productions and events, including bump-in/out, directing and supporting casual staff, and negotiation and liaison with clients and production companies.
- Manage all equipment the role specialises in, including storage, security, purchase, and disposal in line with Canberra Theatre Centre guidelines.
- Operate equipment to support productions and events in the theatre.
- Undertake rostering, training, induction, timesheet approval and development of staff as required, including regular performance management appraisals.
- Develop and implement a comprehensive cyclical maintenance program covering all equipment related to the Department. Advise on works and replacement items as required.
- Allocate and/or sub hire any equipment necessary for the efficient functioning of a performance.
- Liaise with other relevant staff and departments regarding client requirements, schedules, and performances.
- Provide briefings to the Technical Director on shows, incidents and activities concerning productions and performances.
- Perform a number of physical activities such as working at heights, carrying equipment in excess of 15kg, operate elevated platforms, climb stairs and ladders.

Examples of the types of roles that align to these functions include: Head Technician Audio, Head Technician Lighting, and Head Technician Mechanical.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- Experience in the provision of a professional level of *one* of the following services and facilities to hirers and users of professional performing arts theatre venues:
 - audio and video services and facilities

- electrical services and facilities (including lighting)
 - mechanical services.
- Substantial experience and professional knowledge in managing the maintenance and operation of professional theatre equipment within *one* of the following categories:
 - audio, visual and associated systems including access services such as captioning, audio loops and hearing assist
 - electrical/lighting and associated systems
 - stage equipment including theatre counterweight flying systems.
- Substantial experience in the supervision and deployment of staff to achieve production requirements, including performance management of staff.
- Strong liaison, communication, and negotiation skills.
- Substantial knowledge and awareness of current industry standards of safety, installation, quality, security, and performance expected of a professional performing arts venue.

APPENDIX A – RECOMMENDED WORK VALUE SCORES

The following graph shows the recommended range of work value scores for the classification group. The vertical axis indicates the work value score range (with the minimum work value score being 22 and maximum 110). The horizontal axis displays each classification level, with the table specifying the minimum and maximum work value score for each classification level. Note these scores should be used in conjunction with the guidance provided in the *ACTPS Work Value Assessment Tool*.

