



# Job Description

## Technical Production Planner

**Division:** Operations

**Team:** Technical

**Responsible to:** *Technical & ICT Operations Manager*

At the Edinburgh International Conference Centre our vision is:  
**to create an environment which inspires ideas that change the world**

### Primary Function:

As a valuable member of the technical production team you will work closely with the rest of the operations team to organise and deliver the technical requirements for a variety of onsite and online conferences, exhibitions and dinners. Additionally, you will be required to support the department leadership in any admin and project management related tasks. A key aspect of this role is the ability to form a great relationship and work alongside our clients as well as the wider team to ensure the professional and seamless delivery of all event technical productions.

### Key Responsibilities:

- Providing outstanding customer service and organising memorable event productions that exceed client expectations
- Establish and maintain excellent client relationships through regular contact, ensuring that there is a comprehensive understanding of client technical requirements
- Take overall responsibility for the technical aspects of an event and ensure that client requirements are communicated to the wider operations team
- Deal with all aspects of the coordination, planning and successful running of technical productions for events at the EICC and online
- Proactively handle any arising issues and troubleshoot any emerging problems on the event day, coordinating with the production crew and external production companies as required
- Compile detailed pre and post event production schedules and documentation as well as building quotations for events, using our online platform
- Sign off incoming production company risk assessments and method statements
- Implement technical production's business plan, systems and procedures
- Co-ordinate, analyse and evaluate all activities / resources and budgets supplied by clients for their event technical productions
- In conjunction with the Senior Technical Planner, create the weekly rota to ensure all events are appropriately crewed
- Promote and further enhance the EICC's reputation as an excellent venue

**Personal Attributes:**

The incumbent will ideally possess the following personal attributes;

- Comfortable with all aspects of modern technical event production
- Excellent attention to detail, communication skills and the ability to negotiate
- Strong analytical, project management and change management skills
- Confident in decision making and consulting with a diplomatic approach
- Ability to prioritise workloads and adapt to changing demands
- Logical approach to problem solving
- Dependable and self-reliant, a good timekeeper and committed to finishing tasks

**Key Selection Criteria:**

- Must have previous demonstrated experience in technical production for conferences and events – ideally working within events onsite and in the online environment
- Educated to a degree level or equivalent work experience
- Excellent oral and written communication skills
- Previous experience within a similar role providing a high level of technical expertise
- Confident manner with a pro-active approach to completing tasks and projects
- A high level of interpersonal skills & approachable
- Excellent time management skills with the ability to meet business and client deadlines
- Ability to multi-task and work on several projects at the same time
- Strong and proactive team player who is willing to be flexible with their time to meet the needs of the business and our clients
- Good organisational and project management skills
- Essential experience and knowledge of using software such as PowerPoint, Keynote, Acrobat, Vectorworks, and online event systems
- Comfortable using both Windows and Apple operating systems
- At home in the Live Event environment

**Acknowledgement:**

This Job Description may be subject to periodic review, and Team Members will be expected to take on such variations as are consistent with the level of responsibility and function of the role.