



Job Description

Technical Operations Manager

Division: Operations

Team: Technical

Responsible to: *Head of Technical & ICT*

Last Updated: 17 August 2023

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

Primary Function:

As an experienced events professional and proven leader you will be responsible for the Technical Production Team's delivery for a broad variety of onsite and online conferences, exhibitions and dinners. As the technical expert you will over-see the work of the Technical Planners to ensure consistent technical delivery for all client events. You will have a strong AV production background and be competent and literate across the broad range of modern AV systems as well as having a clear track record in leading a busy & productive team.

Key Responsibilities:

- Managing a team of technical event professionals to ensure a consistent approach to the delivery of technical services
- Overall responsibility for the delivery of technical aspects of all events. Providing guidance, hands-on support and technical expertise for the Technical Planners
- Proactively handling any arising issues on the event day, coordinating with the Technical Planner to communicate with clients and production teams to ensure a successful event
- Ensuring Standard Operating Procedures are kept up-to-date, relevant and are being followed
- Sign off incoming production company risk assessments and method statements
- In conjunction with the Head of Technical and the Health, Safety and Security Manager ensure EICC is compliant with all current legislation with regards to technical operations
- In conjunction with the Head of Technical & ICT conducting annual appraisals and reviews with direct reports in accordance with company procedures, holding staff accountable for successful performance of objectives
- Review financial statements & reports to determine variances against budget
- Manage the ongoing maintenance and repair process to meet legislative requirements including, but not limited to, PAT testing, LOLER & PUWER
- In conjunction with the Head of Technical, provide input into the capital investment plan

- Sign off the weekly department rota
- Promote and further enhance the EICC's reputation as an excellent venue

Personal Attributes:

The successful candidate will ideally possess the following personal attributes:

- Good knowledge of all aspects of modern technical event production
- Excellent attention to detail, communication skills and the ability to negotiate
- Strong project management skills
- Confident in decision making 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
- Excellent oral and written communication skills
- Previous experience within a similar role providing a high level of technical expertise and managing a team
- Confident manner with a pro-active approach to completing tasks and projects
- A high level of interpersonal skills and 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
- 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.