

Production & Technology Director

Employer: **Kings Place Music Foundation**

Date: **August 2021**

Department: **Production/Technical/ICT**

Responsible to: **Managing Director**

Responsible for: **Head of Production, Head of Technical, Head of ICT**

Role Objective:

The Production and Technology Director oversees concert and event production, technical services, information management and technology, as well as optimising the commercial return from KPMF services, assets and corporate opportunities.

Through management of the Production, Technical and ICT departments the role ensures effective communication channels between curators, clients, Kings Place Events, and KPMF staff members are maintained to aid the smooth running of all events, performances and broadcasts.

The role is responsible for the seamless, efficient and effective delivery of technical and technological services across all events, conferences, rehearsals and artistic performances. Areas include filming, recording, live broadcast, post-production, lighting, live sound, AV/projection, stage management, ICT, networking infrastructure and hardware.

The Production and Technology Director takes ownership of, and develops, a technical strategy which encompasses performance and broadcast, ICT infrastructure and venue-technical infrastructure and facilities, ensuring they are resilient, current and up-to-date with industry standards, and capable of efficiently supporting the needs of a multi-faceted organisation.

As a budget holder the role is responsible for ensuring performance and events budgets are met as well as reaching income targets for the up-sell of technical services and equipment to clients and artists.

A key deliverable of the role is the recruitment, retention and development of a high calibre, professional, team who can realise their true potential and support the Artistic and Executive Director in achieving KPMF's strategic vision.

As a Director, the role is also responsible for ongoing contribution to the strategic direction, venue business plans, financial accountability, management, operational effectiveness and care of staff.

Key Duties

- Provide outstanding leadership and support to the teams within the areas of responsibility, ensuring a unified, strategically-focused approach.
- Maintain a highly motivated, professional and high performance team comprising Production, Technical, ICT and casual technical staff who are committed to the highest standards of execution and service.
- Develop and maintain a strategic technical plan including short-long terms aims for venue systems and ICT infrastructure with a focus on AV/IT convergence making sure systems are up to date and fit for purpose across the venue.
- Continued development of the Broadcast and Digital department to deliver recordings and live streams of artistic performances and events and continue to build a digital archive and online digital concert hall.

Production & Technology Director

- Act at senior level as the key interface between the Technical, Production and ICT teams and internal/external stakeholders.
- Drive new revenue streams and increase existing ones such as venue hire and technical up-selling, whilst tightly controlling expenditure and efficiencies.
- Build highly effective partnerships and relationships, internally and externally, significantly enhancing KPMF's reputation and profile.
- As a key member of the KPMF Senior Management Team, contribute to the overall development and implementation of the company's strategy, policies and procedures to deliver the organisational vision.
- Research and development of event and venue technology with ambitions to be at the forefront of the industry and offer competitive in-house services.

Team Leadership

- To support and lead the Head of Production, Head of Technical and Head of ICT to ensure that they are appropriately motivated and trained and that they carry out their responsibilities to achieve the highest standard of service whilst ensuring a unified, strategically-focused approach.
- Provide a clear focus and leadership as necessary to ensure strategic plans are delivered successfully and harmonise cross-departmental operations.
- Maintain highly effective levels of open communication between each department and ensure information flows well and accurately between departments, partners (G&F/KPE) and key stakeholders (event teams, artists, performers and producers).
- Recruitment and training of staff at all levels.
- Develop and implement service standards and quality of execution targets that can be deployed across all areas of responsibility in order to evaluate current performance, set measures for progress and track continual improvement.

Commercial & Financial

- Ensure that all financial budgets, targets and Key Performance Indicators are met to ensure financial sustainability.
- Ensure that costs are tightly controlled, particularly in respect to staff costs and continually seek to identify efficiencies and cost savings.
- Feed into the CAPEX planning process and lead on the implementation of departmental capital projects to ensure these align with the aims of the overall technical strategy.
- Contribute to development of annual departmental budgets for revenue and expenditure.
- Provide input into the re-forecasting process and monthly KPI reporting.
- Rate setting and cost negotiation with clients and artists.
- Development of private venue hire business and drive proactive sales.
- Developing business cases for new commercial and revenue generating initiatives and opportunities.
- Maintain a highly entrepreneurial and commercial approach, seeking to identify new revenue streams and optimise existing ones (such as hires and technical up-selling).

Departmental

Directly and through the respective head of departments, the Production and Technology Director is responsible for the effective strategic management and delivery of the following areas:

Venue & Production

- Activity and maintenance in performance and meeting spaces, backstage, technical & ICT areas of the venue including resources, furniture, equipment and infrastructure
- Room bookings, event operations & logistics, quotes, hire contracts, invoices

Production & Technology Director

- Offering technical and production advice and technical quotes to clients, artists and to the internal programming team for concerts, events and festivals
- Planning and production meetings

Technical, Broadcast and ICT

- Development of the Recording and Broadcast department with a focus on improving the filming, recording and live streaming production output and streamlining the internal workflow.
- Technical project management: Scrutinise, provide advice, expertise and technology approvals for technical proposals and CAPEX projects and ensure it aligns with the overall technical strategy.
- Technical maintenance, external contractors and SLAs.
- Casual technical staff recruitment and training.
- Event operations and delivery:
 - Staff rotas
 - Room setups
 - Equipment hire & purchase
 - Live sound, AV, lighting, stage management
 - Filming & audio recording
 - Vision mixing, live streaming
 - Post-production

ICT

- ICT Infrastructure:
 - Network hardware and software
 - ICT hardware and software (servers, PCs, printers, telephones etc)
 - Installed AV equipment
 - Software and hardware support for Kings Place systems and applications
 - Venue and event related AV / IT convergence
- ICT support:
 - ICT Helpdesk (staff and office tenants)
 - AV Equipment support
 - Event support for conferences and performances e.g. custom wifi networks, dedicated lines, firewall permissions, monitoring event stats and on-call support

Additional Duties

- Assist the Artistic and Executive Director as and when required
- Drive initiatives that contribute to long-term operational excellence and establish and enforce organisational standards
- Contribute to the overall leadership of KPMF as a leading figure in the Senior Management Team, attending weekly and monthly Heads of Department meetings, monthly Executive Director meetings, occasional Board meetings and bi-monthly all staff meetings
- Develop and maintain policies and procedures relating to all areas of responsibility
- Evaluate and continually improve business processes relating to all areas of responsibility.

Production & Technology Director

- Be a spokesperson and ambassador for KPMF at external meetings and events, also providing a key communication link between our suppliers, customers, clients and stakeholders
- Build effective external networking relationships and collaborative partnerships
- Comply with the KPMF equal opportunities and health and safety policies
- Undertake any other duties as required as appropriate to the grade and role of the post

Requirements

Essential:

- Suitable, strong experience at director or senior management level within an events or arts organisation or similar. Up to date industry knowledge.
- Excellent people management skills and proven experience of leading a team of staff, including permanent and casual staff
- In depth knowledge of techniques and equipment in a variety of technical fields including lighting, sound, AV and stage management for live and recorded events
- In depth understanding of technical processes involved in concerts, corporate events, live-stream, film and audio productions including camera, lighting, sound, streaming and editing
- An excellent communicator who can act as interface between technical and non-technical colleagues with ease and authority
- Ability to train others in specific skills and processes
- Ability to contribute to the strategy and leadership of KPMF, and a commitment to embed the strategic objectives and Diversity & Inclusion policy in all areas of work
- Experience of successfully managing capital and operational budgets; proven experience of procurement and achieving value for money from suppliers;
- High level of commercial acumen and awareness; excellent advocacy and negotiation skills
- Commercially and financially astute with experience of setting and managing high level budgets and supplier contracts
- Excellent verbal and written communication and co-ordination skills and attention to detail
- Highly organised and efficient with good time-management skills
- A strong interest and passion for the arts with the ability to contribute creatively to the delivery of the artistic programme at Kings Place

Desirable:

- Knowledge of Artifax