

THE EMPIRE

HEAD OF AUDIO & VIDEO

POSITION DESCRIPTION

Position type:	Permanent Full-Time
Reports to:	Production Services Manager
Direct reports:	Senior Technician - Audio
Peer Positions:	Head of Lighting, Head of Staging, Production Services Coordinator

ABOUT THE EMPIRE

The Empire is the largest regional performing arts precinct in the country and a hub for creative arts development in the region. Renowned for its classic art deco architecture, the heritage-listed theatre is a premier performance venue, wholly owned by Toowoomba Regional Council.

POSITION SUMMARY

The Head of Audio & Video is responsible for leading the delivery of audio and video services across The Empire precinct. This role provides specialist technical expertise in support of the business and cultural goals of The Empire, ensuring first-class service delivery to patrons, clients, hirers, and the wider Toowoomba community.

Working closely with the Production Services Manager and peer Heads of Department, the Head of Audio & Video oversees the maintenance and operation of all audio reinforcement systems, vision/video systems, projection infrastructure, and broadcast capabilities. The role provides technical leadership for productions and events, and contributes to the continuous improvement of production services across the precinct.

The role supervises the Senior Technician – Audio and casual technical staff, and plays a key role in training delivery to staff and trainees in alignment with The Empire's commitment to developing technical capability in the region.

KEY ACCOUNTABILITIES

The role of Head of Audio & Video will be required to:

1. Technical & Production Operations

- Lead the delivery of audio, video, and broadcast services across all venues within The Empire precinct.
- Maintain all audio and video systems, ensuring equipment is operational, properly stored, and documented in line with industry standards.
- Act as Sound Designer and/or Audio Engineer for large-scale musical theatre productions and major events.
- Lead the delivery of all video, projection, vision mixing, and live streaming requirements for productions and corporate events.
- Rig, operate, and maintain all audio and video facilities in line with industry standards of competence and quality.
- Coordinate the physical bump-in and bump-out of productions, ensuring efficient and safe technical operations.
- Provide technical advice and accurate estimates to clients in line with their requirements, managing pre- and post-production needs.
- Ensure technical work areas and stages are maintained in a clean, tidy, and safe condition.
- Coordinate and support network and audio-visual control systems related to production as directed.

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2. Production Support

- Work collaboratively with visiting technicians from professional and community theatre sectors to deliver production requirements.
- Collaborate technically and artistically with internal and external arts industry professionals to realise creative visions.
- Liaise with all departments of the organisation as required to ensure seamless event delivery.
- Provide professional advice on sound design, audio systems, video production, and technical requirements to enhance community projects and productions.
- Use Computer Aided Drawing and Visualisation software (Vectorworks) to design and document technical aspects of productions.
- Contribute to the broader Production Services team and precinct operations as required.
- Other duties as directed by the Production Services Manager.

3. Asset & Infrastructure Management

- Maintain and manage all audio and video equipment and infrastructure across the precinct.
- Oversee the inventory of audio, video, and broadcast consumables and spares to ensure sufficient stock levels are maintained for uninterrupted production operations.
- Contribute to asset management planning, identifying future infrastructure upgrades and capital works requirements.
- Assist in creating clear and concise briefs for capital works and venue development projects.
- Maintain relationships with suppliers and contractors to ensure the provision of quality equipment and services.

4. Safety & Compliance

- Monitor and follow safety procedures to provide a safe and healthy work environment for staff, participants, and volunteers.
- Ensure compliance with WHS requirements, including the development and implementation of Safe Work Method Statements (SWMS) and Risk Assessments specific to audio and video operations.
- Maintain electrical testing and tagging compliance for audio and video equipment.
- Report and address equipment faults to ensure hazards are eliminated and repairs completed effectively.

5. Team Leadership & Development

- Lead, develop, and supervise the Senior Technician – Audio and casual technical staff.
- Assist with staff rostering in coordination with the Production Services Manager.
- Deliver training to staff and trainees, supporting The Empire's commitment to technical skills development.
- Maintain technical procedures and resources for the effective delivery of company activities.
- Foster a culture of continuous improvement, collaboration, and professional development within the Production Services team.

QUALIFICATION AND EXPERIENCE

Qualifications

- Tertiary qualifications in technical production, live performance, audio engineering, or a related discipline, or equivalent demonstrated experience in the performing arts or entertainment industry.
- Relevant WHS certifications including Working at Heights, Electrical Safety, and Rigging (desirable).

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Experience

- Minimum of five years practical experience in a live theatre or production environment with specialisation in audio and/or video systems.
- Demonstrated experience leading and supervising technical teams.
- Comprehensive knowledge of the technical requirements of the live theatre industry, including touring productions.
- Demonstrated experience in WHS compliance within a production environment.
- Experience delivering training and developing technical capability in others.

Technical Skills

- Advanced technical and theoretical knowledge of live sound reinforcement systems, including system design, tuning, optimisation, and practical application.
- Advanced knowledge and demonstrated experience in the operation of digital mixing systems (e.g. Allen & Heath, DiGiCo, Yamaha, Midas).
- Advanced knowledge of managing audio and video networks, including audio-over-IP protocols such as Dante, AVB, and AES67.
- Demonstrated capability in live entertainment sound design, with an understanding of efficient delivery against time, budget, and creative requirements.
- Working knowledge of RF coordination, wireless microphone systems, and in-ear monitoring systems.
- Comprehensive understanding of backstage communications and intercom systems.
- Advanced knowledge of video systems, including projection, large-format displays, media servers, mapping software, video routing, signal distribution, and LED wall infrastructure.
- Well-developed knowledge of live broadcast delivery to public screens, live streaming technologies, and camera operations.
- Advanced knowledge of audio-visual control systems and show control integration.
- Demonstrated ability to use computer-aided drawing and visualisation software (Vectorworks) to design and deliver technical aspects of productions.
- Demonstrated knowledge of production rigging techniques within a live theatre environment.

Interpersonal Skills

- Excellent verbal and written communication skills to support positive interactions with diverse stakeholders.
- Ability to develop strong working relationships with stakeholders including The Empire staff and volunteers, clients, business partners, sponsors, and industry practitioners.
- Ability to flourish in a high-pressure, time-sensitive environment whilst maintaining high production standards.
- Ability to work as part of a team and lead others effectively.
- Ability to negotiate, discuss, and resolve problems whilst being mindful of company policy and privacy principles.
- Calm, professional approach in fast-paced or high-pressure production environments.
- Strong commitment to safety, technical excellence, and customer service.
- Alignment with the mission, values, and purpose of The Empire.

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LICENCES AND CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers Licence
- QLD Working with Children Card
- Senior First Aid & CPR
- Cert IV Trainer & Assessor (desirable)
- Relevant rigging, electrical, or high-risk work licences (desirable)
- WHS qualifications or training (desirable)

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- Dedicated Employee Assistance Program
- Organisation wide commitment to vision, purpose and values
- Located in Queensland's largest inland city renowned for its beautiful scenery and peaceful atmosphere

The Empire is an Equal Opportunity Employer that provides an inclusive work environment and embraces the diverse talent of its people. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.