The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Senior Stage Technician

SJD-2023-0128-SLA

TITLE: SENIOR STAGE TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE, LIGHTING AND AUDIO SECTION
REPORTS TO: TECHNICAL COORDINATOR	SUPERVISES: STAGE TECHNICIAN (8)
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Senior Stage Technician collaborates with the Technical Coordinator to ascertain the stage needs/requirements for the client's production. Oversees the running of the stage unit during technical rehearsals, daytime changeovers and show running. Is responsible for the configuration of the stage to meet the requirements of the clients, health and safety standards and requirements. Performs a variety of technical duties in the planning, design, construction, operation and maintenance of theater sets, materials and equipment.

KEY FUNCTIONS

Operational/Technical/Professional:

- Develops a work schedule for the effective operations of the stage equipment.
- Supports the design and construction of set and props according to specification and ensures timely and accurate procurement of same.
- Takes the lead on the operation of show cues during the performances and general duties required for the running of performances and rehearsal.
- Locates backdrops, props, and other materials to meet the needs of productions and events; confers with vendors and outside agencies regarding costs of purchasing, renting or borrowing props and other materials; arranges for the pickup and return of items.
- Assures master calendar production schedules and deadlines are met and are within established budgetary guidelines.
- Maintains inventory of theatre supplies and equipment; confer with site personnel regarding the acquisition of supplies and equipment.
- Supervises Stage Technicians and allocates as appropriate, show cues amongst the stage technician team. Ensures that tracks are fair and appropriate to each team member's ability.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Acts as point of technical contact on stage during rehearsal and performance.
- Operates a variety of office equipment including a computer and assigned software; operate a wide variety of stage equipment, hand, and power tools.
- Ensures all staging requirements of the productions are prepared to an excellent standard and are ready and functioning for rehearsals and performances.
- Maintains a good practice of health and safety in all areas and report any problems to the technical director.
- Provides support in ensuring all under stage and orchestra areas are set as required for the performance. Liaises with the orchestra manager regarding the pit set up for each performance.
- Supervises the construction of minor scenic elements relevant to skill level and to oversee minor technical alterations to scenery.
- Supports in maintaining scenery and props to the highest standard possible.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Operations, Administration, Stage Management.
External: Suppliers, Contractors, Patrons, Universities, Students, Performers.

PERSON SPECIFICATION

Education:

- Recognized Certificate in Technical Theatre and Stage Management
- Microsoft Office Suite Certificate
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Recognized carpentry or joinery certificate. Experience:
- At least four (4) years' experience in a similar role, two (2) of which should be at a supervisory level.
- Experience in stage design and operation.
- Experience in a multi-functional venue

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Stage terminology, Prop development, Health and Safety working practices, Basic power tool operation and carpentry skills, Basic power tool operation and carpentry skills, automation systems, Stage craft and proper stage operations including rigging, sound, lighting, projection, stage management and set construction, Theatre equipment and technical terminology used in theatrical productions, General carpentry, painting, lighting, stage repair, colour schemes and their applications. Proper operation of hand and power tools.

- Leadership
- Business Acumen
- Problem Solving
- Planning and Organising
- Communication (Oral & Written)

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Relationship Management
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to perform a variety of technical duties in the planning, design, construction, operation and maintenance of theatre sets, materials, and equipment.
- Ability to visualize, design and construct production sets.
- Ability to set up and strike down sets.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.
- Ability to interpret and explain draft mechanical drawings and verbal/written instructions to technicians to ensure lighting is established according to the Designer's and/or Director's specifications.
- Demonstrated ability to understand lighting techniques for professional theatre productions, including equipment rigging, focusing, programming and show operation.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare, loud sounds/noises.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Stage Technician

SJD-2023-0131-SLA

TITLE: STAGE TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE LIGHTING AND AUDIO SECTION
REPORTS TO: SENIOR STAGE TECHNICIAN	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Stage Technician is responsible for the preparation, setting up and securing of all technical stage equipment and facilities for the production. Collaborates with other members of the production team to ensure that all technical requirements of the production are met and that safety and service to clients is top priority.

KEY FUNCTIONS

Operational/Technical/Professional:

- Ensures the Operation and positioning of the following stage mechanical lifting systems for scenery and equipment:
- o Fire Curtain, Electronic Fly Bar System, Stage Wagons, Flown Acoustic Reflectors, Free Standing Acoustic Reflectors, House Curtain, and an adjustable Proscenium Masking.
- Supports Set Designers, Technical Theatre Technicians in Lighting and Audio in bringing down the fly bars to load on the required sets, lighting, and audio equipment and to adjust the side lighting.
- Builds cues by creating mini programs for the production on the Stage Machinery System Console.
- Installs and removes the Dance Mats for dance productions ensuring all safety and health standards are met.
- Moves in-house furniture and production and other equipment from storage areas for set up on stage, in Lobby, VIP Reception Area and Administrative office.
- Cleans all technical equipment as instructed and in accordance with standard procedures and guidelines.
- Operates Stage Machinery System Console using relevant guidelines and safety procedures.
- Provides support with technical requirements for the production.
- Secures the Auditorium's theatre stage property.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Fully archive shows in accordance with relevant standards and procedures.
- Maintains a log of faults and repairs and reports to Senior Stage Technician
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Operations, Administration, Stage Management.
External: Suppliers, Contractors, Patrons, Universities, Students, Performers

PERSON SPECIFICATION

Education:

- Recognized Diploma in Performing Arts or Theatre Arts
- Microsoft Office Suite Certificate
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Recognized carpentry or joinery certificate. Experience:
- At least three (3) years' experience in a similar role.
- Experience in stage design and operation.
- Experience in a multi-functional venue

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Stage terminology, Prop development, Health and Safety working practices, Automation systems, Stage craft and proper stage operations including rigging, sound, lighting, projection, stage management and set construction, Theatre equipment and technical terminology used in theatrical productions, General carpentry, painting, lighting, stage repair, color schemes and their applications. Proper operation of hand and power tools.

- Teamwork
- Problem Solving
- Planning and Organising
- Communication (Oral & Written)
- Customer Service
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to perform a variety of technical duties in the planning, design, construction, operation and maintenance of theatre sets, materials, and equipment.
- Ability to visualize, design and construct production sets.
- Ability to set up and strike down sets.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare, loud sounds/noises.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Senior Audio Technician

SJD-2023-0133-SLA

TITLE: SENIOR AUDIO TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE, LIGHTING AND AUDIO SECTION
REPORTS TO: TECHNICAL COORDINATOR	SUPERVISES: AUDIO TECHNICIAN (8)
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Senior Audio Technician collaborates with the Technical Coordinator to interpret submitted audio designs and determine client's specific audio needs for the production. Cooperates with other members of the production team to ensure that the technical requirements of the production are met. Supervises the Audio Unit and schedules junior technicians to ensure all technical rehearsals and performances are sufficiently managed. Is responsible for coordinating the setup of audio systems to execute the client's designs in accordance with the requirements of internal and visiting performances at the facility.

KEY FUNCTIONS

Operational/Technical/Professional:

- Develops a work schedule for the effective operations of the audio equipment and console.
- Leads in the interpretation and programs audio to meet clients' requirements.
- Provides support for audio engineers and /or directors who are associated with visiting performances at the facility.
- Sets up and executes layouts of audio equipment for general productions according to plan and standards.
- Operates the audio console for musical and presentation type programs, trains and supervises others in operating the audio console.
- Troubleshoots, schedules, and performs and/or coordinates basic repairs to audio gear.
- Ensures full archiving of shows by documenting the details of the event and inputs all relevant information promoting shared data. Uses same as a reference for future events.
- Maintains a log of faults and repairs and submits reports to the Technical Coordinator.
- Leads the rigging, programming and operation of all sound equipment and associated systems.
- Manages the maintenance of production and technical equipment including the hearing enhancement systems and AV equipment.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Provides technical support for incoming companies, festivals, education and outreach projects and other events, including the design of sound for shows and local societies when required.
- Provides technical support for resident and freelance creative staff as required.
- Supervises Audio Technicians including freelance or casual technicians, apprentices or work experience students working within the department, as required.
- Builds and maintain positive relationships with all suppliers, production team members, creatives, audiences and participants and at all times represent SAPA in a professional manner.
- Works in accordance with SAPA's Health & Safety policy and current legislation pertaining to the safe operation of theatre activities.
- Keep up to date with current developments and trends within technical theatre.
- Leads and attends production and any other necessary meetings as required.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Operations, Administration.
External: Suppliers, Contractors, Patrons, Universities, Students, Performers.

PERSON SPECIFICATION

Education:

- Recognized Certificate in Audio Engineering
- Audio Technician Certificate (e.g., Avid Pro Tools Certified User, Apple Certified Logic Pro X Professional, Waves Audio Certified Professional etc.) would be an asset.
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Microsoft Office Suite Certificate Experience:
- At least four (4) years' experience in a similar role, two (2) of which should be at a supervisory level.
- Experience in theatre production audio, lighting and rigging.
- Experience in a multi-functional venue
- Considerable experience in Audio Design.
- Experience operating PC and MAC

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Electronics and audio techniques, maintenance and repair of modern sound equipment, Microphone patterns and techniques for proper placement, projection and sound system equipment, sound mixing and editing, Methods, equipment and materials used in the repair and maintenance of assigned equipment, Theatre Production, Audio Lighting and Rigging, basic principles and theory of electricity/electronics, hazards and safety precautions of the electricity trade, Wiring: CAT 5 and CAT 6 cables, XLR and quarter inch instrument cables.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Leadership
- Business Acumen
- Problem Solving
- Planning and organising
- Communication (Oral & Written)
- Relationship Management
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to operate and repair sound systems, projection, and other electronic equipment. Cue film and operate two projectors continuously.
- Ability to correct equipment malfunctions during live performances. Align and calibrate audio equipment. Technical aspects of field of specialty.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.
- Ability to interpret and explain draft mechanical drawings and verbal/written instructions to technicians to ensure scenery is built according to the Designer's and/or Director's audio specifications.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare, loud sounds/noise.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Audio Technician

SJD-2023-0134-SLA

TITLE: AUDIO TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE, LIGHTING AND AUDIO SECTION
REPORTS TO: SENIOR AUDIO TECHNICIAN	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Audio Technician operates the audio equipment and is responsible for its basic care and maintenance. Sets up audio systems to execute the client's designs in accordance with the requirements of visiting performances at the facility. Meets with clients to ascertain their specific audio needs for the production, interprets audio designs submitted by clients and/or engineers and collaborates with other members of the production team to ensure that the technical requirements of the production are met.

KEY FUNCTIONS

Operational/Technical/Professional:

- Operates the audio equipment and console in accordance with standard operating procedures.
- Interprets and programs audio requirements to meet clients' needs.
- Assists audio engineers and/or directors who are associated with visiting performances at the
- facility.
- Sets up and executes layouts of audio equipment for general productions.
- Operates the audio console for musical and presentation type programs.
- Trouble-shoots and performs basic repairs to audio gear.
- Works complementary to the Technical Theatre Technicians in Lights and Stage and the Technical Coordinator.
- Fully archive shows in accordance with relevant standards and procedures.
- Maintains a log of faults and repair and reports to Senior Audio Technician.
- Executes any other related duties as assigned.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

KEY RELATIONSHIPS

Internal: Operations, Administration.
External: Suppliers, Contractors, Patrons, Universities, Students, Performers.

PERSON SPECIFICATION

Education:

- Recognized Certificate in Audio Engineering
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Microsoft Office Suite Certificate

Experience:

- At least three (3) years' experience in a similar role.
- Experience in theatre production audio, lighting and rigging.
- Experience in a multi-functional venue

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Electronics and audio techniques, Operation, Maintenance and repair of modern sound equipment, Microphone patterns and techniques for proper placement, Projection and sound system equipment, Sound mixing and editing, Methods, equipment and materials used in the repair and maintenance of assigned equipment, Theatre Production, Audio Lighting and Rigging, Basic principles and theory of electricity/electronics, Hazards and safety precautions of the electricity trade.

- Teamwork
- Problem Solving
- Planning and organising
- Communication (Oral & Written)
- Customer Service
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to operate and repair sound systems, projection, and other electronic equipment. Cue film and operate two projectors continuously.
- Ability to correct equipment malfunctions-during live performances. Align and calibrate audio equipment. Technical aspects of field of specialty.

- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Senior Lighting Technician

SJD-2023-0135-SLA

TITLE: SENIOR LIGHTING TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE, LIGHTING AND AUDIO SECTION
REPORTS TO: TECHNICAL COORDINATOR	SUPERVISES: LIGHTING TECHNICIAN (8)
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Senior Lighting Technician collaborates with the Technical Coordinator to ascertain the lighting needs/requirements for the client's production. Ensures the lighting requirements of the production are met. Supervises the lighting technicians, schedules employees to ensure that all technical rehearsals and performances are covered. Is responsible for the configuration of lighting systems to meet the requirements of the clients, Health and Safety standards and requirements.

KEY FUNCTIONS

Operational/Technical/Professional:

- Develops a work schedule for the effective operations of the lighting staff and use of equipment.
- Determines lighting requirements of all productions, and scheduling to ensure that these needs are met and collaborates with Facilities to ensure all electrical requirements are addressed.
- Plans equipment preparation and consumable orders from Lighting Designer's plans and ensure appropriate stock levels are maintained.
- Ensures efficient operation of shows, by creating show specific lighting check lists and rig checks for operators following the technical rehearsal.
- Interprets Lighting plot and programs the lighting cues in accordance with the design submitted.
- Programmes stage lighting designs submitted by clients and /or lighting designers in accordance with specifications.
- Ensures that all work undertaken is carried out in accordance with Health and Safety regulations and guidelines and be instrumental in safe and effective rigging of equipment.
- Works within budgets and deadlines agreed with the Technical Coordinator and negotiates terms for rental and purchase of equipment as necessary and within allocated resources for productions and adhering to the organisation's Procurement Policy.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Liaises and negotiates with Lighting Designers for both in-house and external productions, to ensure that creative requirements are met to the highest standards achievable within the available resources.
- Supervises and the rigging of lighting fixtures, both in-house and visiting organisation equipment to ensure smooth operation of all load-ins without any technicalities.
- Oversees the focusing of lighting both in-house equipment and visiting organisation equipment.
- Ensures the plugging up of lighting fixtures in accordance with electrical standards for both inhouse equipment and visiting organisation equipment.
- Manages the lighting inventory - lamps, colored gels, gobos, cables, and other equipment and ensures stock control, filing and management of lamps.
- Operates computerized lighting console and understands the Digital Mux Protocol and faultfinding techniques.
- Monitors the condition of lighting equipment and arranges for replacement based on ware and tare and lifespan recommended by manufacturer.
- Keeps abreast of the advances in technologies and techniques in the industry.
- Carries out basic maintenance of equipment in accordance with specified maintenance schedules and standards.
- Ensures full archiving of shows and liaises with the Researcher/Archiver to ensure alignment with archiving procedures.
- Ensures that a log of faults and repairs is maintained and reported to the Technical Coordinator
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Operations, Administration.
External: Suppliers, Contractors, Patrons, Universities, Students, Performers.

PERSON SPECIFICATION

Education:

- Recognized Certificate in Technical Theatre Lighting
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Microsoft Office Suite Certificate

Experience:

- At least four (4) years' experience in a similar role, two (2) of which should be at a supervisory level.
- Experience in theatre production audio, lighting and rigging.
- Experience in a multi-functional venue
- Considerable experience in Theatre Lighting

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Stage Lighting Design, Reading lighting plots, Equipment and materials used in the repair and maintenance of assigned equipment, Theatre Production, Audio Lighting and Rigging, Basic principles and theory of electricity/electronics, hazards and safety precautions of the electricity trade, theatre production including lighting, rigging and some knowledge of audio, AV equipment, AutoCAD, Vectorworks, programming.

- Leadership
- Business Acumen
- Problem Solving
- Planning and organising
- Communication (Oral & Written)
- Relationship management
- Technical and Professional Skills
-

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to operate and repair sound systems, projection, and other electronic equipment. Cue film and operate two projectors continuously.
- Ability to correct equipment malfunctions-during live performances. Align and calibrate lighting equipment.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.
- Ability to interpret and explain draft mechanical drawings and verbal/written instructions to technicians to ensure lighting is established according to the Designer's and/or Director's specifications.
- Demonstrated ability to understand lighting techniques for professional theatre productions, including equipment rigging, focusing, programming and show operation.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to heights, light and glare.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Lighting Technician

SJD-2023-0136-SLA

TITLE: LIGHTING TECHNICIAN	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: STAGE LIGHTING AND AUDIO SECTION
REPORTS TO: SENIOR LIGHTING TECHNICIAN	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Lighting Technician operates the stage lighting equipment and is responsible for its basic care and maintenance. Is responsible for the configuration of the lighting system to meet the requirements of the client.

KEY FUNCTIONS

Operational/Technical/Professional:

- Programmes stage lighting designs submitted by clients and/or lighting designers as directed by the Head Lighting Technician.
- Performs rigging by transporting lighting instruments to designated areas, hanging them in position safely with C- clamps, safety cables and using requisite ratcheting tools to secure the clamps.
- Performs wiring using various lengths and types of power and data cables in accordance with standardized safety measures.
- Focuses lighting using both in-house equipment and visiting organisation equipment. Ensures all safety standards are adhered to in using relevant lifts to focus lighting.
- Plugs up lighting for both in-house equipment and visiting organisation equipment.
- Ensures stock control, filing and management of lamps, color stock and loose equipment.
- Operates computerized lighting console and understands the Digital Mux Protocol and faultfinding techniques.
- Carries out basic maintenance of equipment in accordance with relevant standards and procedures.
- Fully archive shows in accordance with relevant standards and procedures.
- Maintains a log of faults and repairs and reports to Senior Lighting Technician.
- Executes any other related duties as assigned.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

KEY RELATIONSHIPS

Internal: Operations, Administration.

External: Suppliers, Contractors, Patrons, Universities, Students, Performers.

PERSON SPECIFICATION

Education:

- Recognized Certificate in Technical Theatre Lighting
- Education as evidenced by five (5) CXC O'Level passes (English & Mathematics).
- Microsoft Office Suite Certificate Experience:
- At least three (3) years' experience in a similar role.
- Experience in theatre production audio, lighting and rigging.
- Experience in a multi-functional venue

JOB COMPETENCIES:

Knowledge & Skills

Knowledge: Stage Lighting, reading lighting plots, Equipment and materials used in the repair and maintenance of assigned equipment, Theatre Production, Audio Lighting and Rigging, Basic principles and theory of electricity/electronics, hazards and safety precautions of the electricity trade, Theatre production including lighting, Rigging and some knowledge of audio, AV equipment, AutoCAD, Vectorworks, Programming.

- Teamwork
- Problem Solving
- Planning and organising
- Communication (Oral & Written)
- Customer Service
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Ability to operate and repair sound systems, projection, and other electronic equipment. Cue film and operate two projectors continuously.
- Ability to correct equipment malfunctions-during live performances. Align and calibrate lighting equipment.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Service orientation requires ability to engage and effectively manage customer expectations.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to heights, light and glare.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Operations Manager

SJD-2023-0124-OPS

TITLE: OPERATIONS MANAGER	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: OPERATIONS
REPORTS TO: GENERAL MANAGER	SUPERVISES: TECHNICAL COORDINATOR FOH COORDINATOR BOOKINGS AND MARKETING COORDINATOR EXECUTIVE ASSISTANT
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Operations Manager is responsible for ensuring that the scheduling and production of all orchestra events (concerts, rehearsals, tour, run outs, and special events) run smoothly, effectively, and in a financially responsible manner. Provides business leadership for Stage, Lighting, and Audio, Bookings and Marketing and Front of House Operations to ensure that SAPA provides exemplary service to its clients, customers, and patrons.

KEY FUNCTIONS

Management:

- Provides integrity and/or operational data as appropriate to the General Manager for assimilation and for development of the Department/Section Strategic Plan.
- Develops with the General Management annual and longer-term objectives for the Operations Department.
- Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
- Assists in the preparation of budget for and administers the functions of the department with approval budget.
- Appraises the extent of task achievement by and the performance and potential supervision of contract staff under immediate supervision.
- Administers other established human resource, financial, legal, and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Operational/Technical/Professional:

- Plans and administers all production activities of SAPA, including facility and equipment rental, staging requirements, venue parking, and other logistical arrangements.
- Prepare the production schedule by working with General Manager and Music Directors to achieve artistic goals while maximizing services for financial benefit and upholding the requirements of the master agreement.
- Oversees Front of House Operations and ensures effective supervision and safety of patrons and all Front of House, Concession, and staff at performances, hires and events.
- Assesses and evaluates all ticket sales and event programming for the organization including event programming and ticket sales, providing outstanding customer service to patrons for SAPA events, and financial tracking, reporting, and box office operations at the theatre during events.
- Drives and oversees business development and an aggressive marketing and sales programme for SAPA. Reviews and assesses the audience development strategy and recommends programmes to heighten the image of the facility and markets its use in a systematic, structured, and creative manner.
- Oversees the development and implementation of the business development, marketing and promotion activities of the facility including developing budget submissions and follow-through systems and procedures.
- Participates in performance duty rotation ensuring programs, performances and concerts run on time and all front-of-house production elements are set.
- Supervises performances and orchestra setup for rehearsals and concerts and coordinates with the Technical Coordinator regarding special setup requirements.
- Oversees and assesses the quality of a wide variety of coordination and skilled technical tasks in advancing performances and events and ensures technical and logistical needs are properly attended to, including inspecting, testing, and modifying, as required, all equipment prior to performance to ensure compliance with all applicable health and safety codes, including those unique to SAPA.
- Oversees and assesses productions electrical, sound, and stage setup with house systems and ensure activities are in accordance with relevant policies, procedures, and standards of performance.
- Manages the provision and quality of assembling and construction of devices to achieve special effects, manages record-keeping, coordinates event setup and operation in the various performance spaces throughout SAPA; and supervises technical staff, students, and/or volunteers.
- Ensures that all internal stakeholders are present at all services, arriving backstage early to check all preparations, informing relevant personnel or stage technicians of any last-minute changes, and determining actual starting time of concerts and performances.
- Collaborates with key stakeholders to execute on-site artist logistics during rehearsals and concerts.
- Develops the performance and orchestra schedules and directory book and prepares any necessary updates for all performances and staff. Updates any changes applicable to relevant websites.
- Under the direction of the General Manager review and manage fee engagement contracts and technical riders.
- Supports the General Manager in coordinating activities with relevant personnel, and artistic staff in providing services to all performances and shows.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Oversees all archival recordings, coordinates production requirements, timings, and special needs for broadcasts. Confirms arrangements with recording engineer for any recording of performances and concerts.
- Oversees the provision of transportation for performers and musicians to concerts as required by the master agreement.
- Prepares and tracks production budget. Ensures adherence to the production budget and notifies the General Manager in advance of any variances necessary or requested. Prepares budget projections as needed.
- Maintains appropriate cost controls, reviews for accuracy and code all invoices. Enters production expenses into database. Reports discrepancies to the General Manager and Administrative Coordinator. Previews and schedules all orchestra and other performance services with various venues.
- Oversees all activities scheduled by marketing, and public relations sections for special events, chamber group, and solo contracting as needed.
- Coordinates logistical arrangements according to plan and contractual agreements.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal
Liaises with Leadership and Management Teams, Sub Committees of the Board, All Departments.
External
Liaises with Government Authorities and Regulatory Bodies, External Consultants, Vendors and Suppliers.

PERSON SPECIFICATION
Education:

- A Bachelor's Degree in Music, Performing Arts, Theatre Arts or relevant degree program.
- Recognized certificate in Project Management is preferred.
- MBA would be a definite asset.

Experience:

- A minimum of (7) years in a leadership role within an organization.
- Experience in an operations management position; previous experience in a live theatre organization is preferred.
- Experience in finance and accounts management, including budgeting, forecasting, monthly financial reporting, and audit compliance.
- Experience of managing facilities and services for a medium sized organization.
- Systems implementation, change management experience.
- Experience in Organizational Performance Management in the public sector
- Experience in Public Sector Administration

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

JOB COMPETENCIES:

Knowledge & Skills

Knowledge of: Performing Arts, Front of House Operations, Marketing Public Relations, Event Management, Project Management, Technical understanding of Light, Stage and Audio requirements in a theatre setting, Theatre Management, Human Resource Management, Operations Management.

- Leadership
- Communication (oral & written)
- Conflict Management and Resolution
- Problem Solving and Analytical Skills
- Decision Making and Problem Solving
- Business Acumen
- Planning and Organizing
- Relationship Management
- Technical & Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Ability to analyze and recommend improvements in human resources, collect, and interpret information, apply criteria, and make recommendations.
- Strong interpersonal skills: ability to work with individuals at all levels of the organization.
- Ability to motivate, lead, develop and manage a diverse team. Ability to manage a wide range of differing functions within an organization.
- Ability to remain calm and resolve multiple challenges and/or requests in a dynamic environment.
- Effective use of project management skills and strong organizational skills to keep yourself and the team accountable for meeting deadlines.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Bookings and Marketing Coordinator

SJD-2023-0127-B&M

TITLE: BOOKINGS AND MARKETING COORDINATOR	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: BOOKINGS AND MARKETING
REPORTS TO: OPERATIONS MANAGER	SUPERVISES: BUSINESS DEVELOPMENT OFFICER
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Bookings and Marketing Coordinator is responsible for coordinating the use of the facility/facilities. The candidate must self-motivate with the initiative and drive to promote and book events for the facility through an aggressive marketing and sales program. Is the first point of contact for prospective and existing clients of the organization and as such must demonstrate a clear understanding of the importance of good customer relations.

KEY FUNCTIONS

Management:

- Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
- Prepares budget for and administers the functions of the Bookings and Marketing Section with approval budget.
- Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
- Administers other established human resource, financial, legal, and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

Operational/Technical/Professional:

- Leads on the audience development strategy, focusing on utilizing box office data and customer demographics to target and build new audiences alongside cross-pollenating existing customer segments.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Liaises with visiting producers and assesses the marketing and public relations campaigns for all in-house productions and visiting shows /events to secure maximum media coverage and drive ticket sales.
- Works with the theatre directors to meet and exceed targets both for box office revenue and audience development.
- Initiates programmes to heighten the image of the facility and markets its use in a systematic, structured, and creative manner.
- Leads on the creation and primary activity on all marketing and PR channels, including outdoor and print, tabloid, radio, TV, social media, and digital channels. Is the key organizational contact for all media and PR enquiries. Develops and implements the marketing and promotion activities of the facility including developing budget submissions and follow-through systems and procedures.
- Executes social media management for all facilities under SAPA by utilising several different social media platforms (Facebook Instagram, Twitter) to post upcoming bookings and events.
- Prepares annual calendar of all activities and bookings for the facility/facilities and updates same to reflect new, postponed or cancelled bookings.
- Conducts meetings, and consultations with clients, and schedules site visits to determine booking requirements and recommend the most suitable spaces and dates for their event.
- Manages and leads on the implementation and development of suitable audience feedback channels (including surveys, focus groups etc).
- Ensures timely distribution of all print media, both within the building and externally, to ensure regular and smooth changing of posters, adverts, exit flyers, ticket inserts etc, utilizing Box Office & Sales Staff where possible.
- Maintains and monitors analysis of current and historic sales performance. Analyse and monitor the return on investment of key regular marketing activity including seasonal brochures, external advertising, e-spots and direct mails etc.
- Liaises with visiting producers and promoters to create and manage marketing campaigns which are tailored to each production and its target audiences.
- Undertakes monthly budget and performance reporting ensuring accurate and suitable budget monitoring at all times.
- Liaises with the Researcher/Archiver to archive all photographic content and artwork, contributing towards the significant theatre archive.
- Works alongside other senior managers to promote and implement an exceptional customer service experience and to execute approaches to maximize audience cross-pollination.
- Develops annual marketing plan in conjunction with the Business Development Officer and identifies opportunities for new business.
- Preparation of client quotations and invoices, follows-up on same, and prepares paperwork for payment for rental spaces maintaining payment listing. Administers contracts as required.
- Follows up on client paperwork (e.g., COTT licence, EMA noise variation documentation, Fire and Police certificate/coverage, bar licence etc.) payments, pre-show and preparation of post-show documentation.
- Prepares and provides relevant information on events/bookings for Front of House Coordinator and Technical Coordinator.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Leadership and Management Teams, All Departments.

External: Patrons, independent contractors, suppliers, vendors, Television, Radio, the Press, International Performing Arts Institutions and individuals, Potential Customers and Clients.

PERSON SPECIFICATION

Education:

- Bachelor's Degree in Public Relations, Marketing/Communications.
- Certificate in Project Management would be an asset.

Experience:

- A minimum of five (5) years' leadership experience in a similar role.
- Experience working in a theatre and providing premium sales and marketing levels.
- Experience of liaison and relationship management with external bookers and internal departments.
- Experience of successfully managing/supervising a delivery of large-scale marketing & promotional campaigns and budgets for theatre productions.
- Experience of delivering sales campaigns.

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Marketing Management, Bookings Management, Brochure Design, Distribution Campaigns, Box Office and CRM software, Adobe Photoshop or similar graphic design software, Sales Campaigns, Events Managers, Market Analysis and Reporting, Public Relations, Sales Management, Brand Management, Business Development.

- Team Leadership
- Communication (oral & written)
- Problem Solving
- Business Acumen
- Planning and Organizing
- Relationship Management
- Customer Service
- Technical and Professional skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to formulate and implement an effective overall marketing and promotion plan.
- Ability to work flexible hours when necessary.
- Ability to exercise diplomacy and tact when dealing with clients, members of the public and staff.
- Ability to display strong verbal and written communication skills.
- Demonstrates exceptional liaison and relationship management with press and public relation activities.
- Flexibility, problem-solving skills, accuracy, ability to work under pressure and good communications skills.
- Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment.
- This role routinely uses standard office equipment and other equipment that will be standard in preparing a theatre for use by patrons and performers.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

FOH Coordinator

SJD-2023-0126-FOH

TITLE: FRONT OF HOUSE COORDINATOR	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: FRONT OF HOUSE
REPORTS TO: OPERATIONS MANAGER	SUPERVISES: ASSISTANT FRONT OF HOUSE COORDINATOR
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Front of House Coordinator is responsible for all Front of House Operations including the coordination of Box Office and Ushering services. The Front of House Coordinator will manage, and coordinate hires and events, manages and leads on the effective and smooth provision of staffing for all performances and events, ensuring the presentation and customer service of the building is at a world-class standard at all times, within the budgetary confines set by SAPA. Is responsible for the supervision and safety of patrons and all Front of House operations, internal and external concessions, staff at performances, hires and events. Oversees all ticket sales and event programming, providing outstanding customer service to patrons for SAPA events, and financial tracking, reporting, and box office operations at the theatre during events.

KEY FUNCTIONS

Management:

- Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
- Prepares budget for and administers the functions of the Front of House Unit with approval budget.
- Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
- Administers other established human resource, financial, legal, and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.
-

Operational/Technical/Professional:

- Prepares the roster and communicates the schedule to effectively assign relevant staffing for all events including ushers, concession staff, janitorial, and security. Provides support in the recruiting and selection of FOH events staff including payroll and timesheet preparation.
- Develops a marketing plan for SAPA to promote and improve bookings.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Manages the effective, compliant, and safe management and filing of secure customer information, (in compliance with the data protection act and the department's document retention policy), financial record keeping including settlements and receipts, through a strict regime of rigorous checks and filing.
- Handles all pre-event activities by facilitating site visits and participating in meetings with the Technical Coordinator to ensure that all clients' needs are met.
- Liaises and supports the finance section to assist with discrepancies as required. This will also include cash handling procedures for ancillary (concession and box office) sales.
- Liaises with suppliers and contractors to ensure costs and supply meet with service requirements, including placing orders and authorizing invoices as required.
- Manages venue box office and ticketing operations during performance runs at SAPA by facilitating ticket sales and customer support at the venue, resolving any seating concerns from patrons, and working with front of house managers to provide excellent customer service.
- Facilitates advance ticket sales for on-sale events and season subscriptions prior to the show and at intermission.
- Ensures the security and safety of staff, audiences, and guests at all times, ensuring all staff is suitably trained and proficient in the evacuation and emergency procedures of the building.
- Oversees security and evacuation procedures by being familiar with building alarms, equipment, and evacuation procedures, and leading a building evacuation if necessary.
- Oversees movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly and to ensure a world class customer experience.
- Liaises with Facilities and other stakeholders to ensure the cleanliness of the theatre, facilitating custodian and cleaning services to confirm the theatre is left clean and tidy after performances.
- Manages all bar concessionaire operations ensuring stocks and staffing is at the optimum level based on projected sales.
- Oversees sales of any merchandise and balances at the end of the evening in accordance with basic accounting principles and standards.
- Oversees the SAPA box office during all normal opening hours and until 30 to 60 minutes after the start of each performance.
- Provides excellent service with customers via telephone and face to face ensuring all relevant questions answered and queries addressed.
- Oversees SAPA's Ticket Solution System to manage customer records and run daily and weekly reports as needed.
- Ensures all cash sales are received, verified, and handed over to Accounts Receivables in accordance with stipulated timeframes and standard operation procedures.
- Manages the online ticketing solution system and trains others in executing same.
- Oversees the Box Office Helpdesk services by ensuring relevant staff and resources to man the Helpdesk.
- Executes any other related duties as assigned.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

KEY RELATIONSHIPS

Internal: Leadership and Management Teams, All Departments.
External: Patrons, independent contractors, suppliers, vendors.

PERSON SPECIFICATION

Education:

- Bachelor's Degree in any of the following: Hospitality Management, Public Relations, Business Management, Marketing/Communications
- Recognized Diploma in Events Management would be an asset.

Experience:

- A minimum of five (5) years' leadership experience in a similar role.
- Experience working in a theatre and providing premium service levels.
- Experience of liaison and relationship management with external bookers and internal departments.
- Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks.
- Demonstrable experience of working in a front of house leader or similar position in a national theatre or live performance venue. (Including live music).

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Crowd Management, Customer Service, Automated Ticketing Systems, Fire and Public Safety Regulations, Budgeting, Accounting Principles, Report Writing, Data Analysis, Health and Safety, Security Management, Vendor Relationship Management Skills.

- Team Leadership
- Communication (oral & written)
- Problem Solving
- Business Acumen
- Planning and Organizing
- Relationship Management
- Customer Service
- Technical and Professional skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Willingness to work evenings, weekends and public holidays as required.
- Ability to exercise diplomacy and tact when dealing with clients, members of the public and staff.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Ability to display strong verbal and written communication skills.
- Ability to function with limited supervision at a demanding pace.
- Ability to work flexible hours when necessary.
- Flexibility, problem-solving skills, accuracy, ability to work under pressure and good communications skills.
- Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment and in a theatre. This role routinely uses standard office equipment and other equipment that will be standard in preparing a theatre for use by patrons and performers.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Assistant FOH Coordinator

SJD-2023-0129-FOH

TITLE: ASSISTANT FRONT OF HOUSE COORDINATOR	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: OPERATIONS	SECTION: FRONT OF HOUSE
REPORTS TO: FRONT OF HOUSE COORDINATOR	SUPERVISES: BOX OFFICE ASSISTANT
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Assistant Front of House Coordinator is responsible for providing support to all Front of House Operations including the coordination of Box Office and Ushering services. The Assistant Front of House Coordinator will coordinate hires and events, supports the effective and smooth provision of staffing for all performances and events, ensuring the presentation and customer service of the building is always at a world-class standard, within the budgetary confines set by SAPA. Executes all ticket sales and event programming for the organization, including event programming and ticket sales, providing outstanding customer service to patrons for SAPA events, and preparing financial tracking, reports, and box office operations at the theatre during events.

KEY FUNCTIONS

Management:

- Establishes with directs individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
- Prepares budget for and administers the functions of the Front of House Unit with approval budget.
- Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
- Administers other established human resource, financial, legal, and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

Operational/Technical/Professional:

- Provides support in leading the front of house team, including staff, volunteers' ushers, stage door receptionists and cleaners, ensuring the performance of the service delivers effective world-class customer service, safety and maximizing revenue generation and smooth operation.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Liaises and supports the finance department to assist with discrepancies as required. This will also include cash handling procedures for ancillary sales.
- Liaises with suppliers and contractors to ensure costs and supply meet with service requirements. Including placing orders and authorizing invoices as required.
- Executes venue box office and ticketing operations during performance runs at SAPA by facilitating ticket sales and customer support at the venue, resolving any seating concerns from patrons, and working with front of house managers to provide excellent customer service.
- Facilitates advance ticket sales for on-sale events and season subscriptions prior to the show and at intermission.
- Provides support in ensuring the security and safety of staff, audiences, and guests at all times, ensuring all staff is suitably trained and proficient in the evacuation and emergency procedures of the building.
- Supports the security and evacuation procedures by being familiar with building alarms, equipment, and evacuation procedures, and leading a building evacuation if necessary.
- Facilitates the movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly.
- Facilitates the cleanliness of the theatre ensuring custodian and cleaning services are organized to confirm the theatre is left clean and tidy after performances.
- Supports all bar concessionaire operations ensuring stocks and staffing is at the optimum level based on project sales.
- Facilitates sales of any merchandise and balances at the end of the evening in accordance with basic accounting principles and standards.
- Oversees the SAPA box office during all normal opening hours and until 30 minutes after the start of each performance.
- Provides excellent customer service with customers via telephone and face to face ensuring all relevant questions answered and queries addressed.
- Executes SAPA's Ticket Solution System to manage customer records and run daily and weekly reports as needed.
- Verifies all cash sales are received, checked, and handed over to Accounts Receivables in accordance with stipulated timeframes and standard operation procedures.
- Executes the online ticketing solution system and trains others in executing same.
- Manages the Box Office Helpdesk services by ensuring relevant staff and resources to man the Helpdesk.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Leadership and Management Teams, All Departments.
External: Patrons, independent contractors, suppliers, vendors.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

PERSON SPECIFICATION

Education:

- Bachelor's Degree in any of the following: Hospitality Management, Public Relations, Business Management, Marketing/Communications.
- Recognized Diploma in Events Management.

Experience:

- A minimum of four (4) years' supervisory experience in a similar role.
- Experience working in a theatre and providing premium service levels.
- Experience of liaison and relationship management with external bookers and internal departments.

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Crowd Management, Customer Service, Automated Ticketing Systems, Fire and Public Safety Regulations, Budgeting, Accounting Principles, Report Writing, Data Analysis, Health and Safety, Security Management, Vendor Relationship Management Skills.

- Team Leadership
- Communication (oral & written)
- Problem Solving
- Business Acumen
- Planning and Organizing
- Relationship Management
- Customer Service
- Technical and Professional skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Willingness to work evenings, weekends and public holidays as required.
- Ability to exercise diplomacy and tact when dealing with clients, members of the public and staff.
- Ability to display strong verbal and written communication skills.
- Ability to function with limited supervision at a demanding pace.
- Ability to work flexible hours when necessary.
- Flexibility, problem-solving skills, accuracy, ability to work under pressure and good communications skills.
- Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.



SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment and in a theatre. This role routinely uses standard office equipment and other equipment that will be standard in preparing a theatre or performing space for use by patrons and performers.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Finance and Accounts Coordinator

SJD-2023-0107-F&A

TITLE: FINANCE AND ACCOUNTS COORDINATOR	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: ADMINISTRATION	SECTION: N/A
REPORTS TO: ADMINISTRATIVE MANAGER	SUPERVISES: ACCOUNTING ASSISTANT ACCOUNTS CLERK
INCUMBENT: VACANT	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Finance and Accounts Coordinator is responsible and accountable for the management of financial reporting and compliance. Accountable and responsible in ensuring compliance with organizational policies and procedures, relevant standards, relevant legislation and accepted industry practices. Ensures robust financial management, including monthly management and financial reporting, budgeting processes, analysis, compliance, and auditing. This includes the development and implementation, monitoring and evaluation of reporting applications and strategies.

KEY FUNCTIONS

Management:

- Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
- Prepares budget for and administers the functions of the department with approval budget.
- Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
- Administers other established human resource, financial, legal, and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

Operational/Technical/Professional:

- Manages the efficient operation of the SAPA's accounting function according to generally accepted accounting standards.
- Provides financial management information and directly advise the management team of the financial position of the organization.
- Monitors accounting procedures and resolve any problems, including the ordering, processing and payment for all goods and services provided to the organization; the operation and regular

reconciliation of bank accounts; and preparation of invoices, collection of fees and other dues, and recovery of bad debts.

- Analyses accounting data, investigates and resolves complex issues related to outstanding invoices and queries, to ensure efficient service to vendors and suppliers.
- Prepares payment proposals to assist in planning and decision making and support effective vendor relationship management.
- Oversees the preparation of quarterly reconciliations of general ledger accounts to ensure that accurate and reliable information is provided for financial reporting.
- Oversees the payroll and submits for approval in accordance with stipulated time frames. Ensures that payroll queries are addressed in accordance with stipulated time frames.
- Oversees the provision of accounting for Local Services, and Utilities; and ensures that invoices are processed, and payments disbursed in accordance with set time frames.
- Analyses market conditions through the review of securities transactions and price lists.
- Reviews financial reporting structures, accounting procedures, and investment activities; recommends improvements to procedural, operational, and financial controls.
- Drafts operational and risk reports for management analysis and submits in accordance with stipulated time frames.
- Facilitates risk management and insurance programs to minimize risks and losses. Ensures that insurances and other time sensitive documents are renewed and/or submitted on time.
- Manages the flow of cash and financial instruments to ensure that the organisation's accounting and financial systems are operating efficiently and effectively.
- Develops and oversees procedures to safeguard assets, records, and loan collateral and securities.
- Accountable and responsible for the payroll functions including the routine time sheeting, reconciliation, payment, development, and implementation, monitoring and evaluation of payroll strategy.
- Reviews collection reports to determine the status and outstanding amounts of collections; refers delinquent accounts to appropriate agencies or attorneys.
- Prepares and presents financial and other related reports as required by organisation policy, local, state, and/or federal laws and regulations.
- Plans and prepares organisation budget and coordinates with all departments in collating data for finalization of the budget to support the organisation's strategic objectives.
- Establishes and maintains relationships with customers and clients and assists them when needed.
- Cooperates in ensuring that the workplace is safe for everyone and takes reasonable care to ensure that nothing is done to endanger self or others or cause avoidable damage to the environment.
- Demonstrates adherence to the Organisation's health, safety, security and environmental policies and procedures by exhibiting the required behaviors.
- Executes any other related duties as assigned.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

KEY RELATIONSHIPS

Internal: Leadership and Management Teams, Sub Committees of the Board, All Departments.
External: International insurance brokers and underwriters, professional bodies, international and local financial institutions, government authorities and regulatory bodies, suppliers/contractors, external consultants.

PERSON SPECIFICATION

Education:

- ACCA Level III Completion

Experience:

- A minimum of five (5) years' leadership experience in a similar role.
- Experience using ICT and other specialist accounting software and tools.
- Experience in Organizational Performance Management in the public sector
- Experience in Public Sector Administration

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Financial accounting, Generally Accepted Accounting Principles (GAPP), Budgeting, Financial Planning, Financial Records Management, working knowledge of computerized accounting software, Bank Reconciliation, Expense Reporting, Journal Entries, revenue tax laws, the application of data processing and terminology as it applies to maintaining financial control and accounting records, techniques commonly used in locating errors in accounting records, generally accepted accounting theories, principles, methods, practices, and terminology. Team Leadership - Communication (oral & written)

- Problem Solving
- Business Acumen
- Planning and Organizing
- Relationship Management
- Customer Service
- Technical and Professional skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Ability to analyze and recommend improvements in Finance, collect, and interpret information, apply criteria, and make recommendations.
- Flexibility, problem-solving skills, accuracy, ability to work under pressure and good communications skills.



- High level of confidentiality, reliability, dynamism, objectivity, and integrity.
- Good computer skills and extensive knowledge of Excel, Word and email software and financial management and accounting software

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Accounts Clerk

SJD-2023-0121-F&A

TITLE: ACCOUNTS CLERK	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: ADMINISTRATION	SECTION: N/A
REPORTS TO: FINANCE AND ACCOUNTS COORDINATOR	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

Supports the Administrative Department by preparing expense reports and reimbursements, enters financial transactions into internal databases and reconciles invoices. Performs accounting duties for accounts payable and receivable and payroll functions; reviews and enters data, processes transactions, and provides customer service.

KEY FUNCTIONS

Operational/Technical/Professional:

- Processes basic accounting and bookkeeping transactions in compliance with all applicable rules, regulations, and procedures; duties may vary according to job assignment.
- Posts transactions and computer accounting entries; performs basic clerical accounting activities, including accounts payable, revenue, accounts receivable, and payroll; reviews and validates data.
- Reviews source documents for compliance to rules and regulations; determines proper handling of accounting and technical transactions within designated limits; reports discrepancies.
- Checks documents for validity and accuracy of information; performs mathematical calculations; records, files and distributes related paperwork and documents.
- Maintains accounting and bookkeeping records and associated filing systems; enters data into computer systems; codes documents, processes transactions, and updates accounts.
- Maintains additional accounting and technical transaction databases as directed, processes cash receipts, daily cash reports, and bank deposits.
- Monitors ledger accounts, assuring that files are complete, and accounts are current.
- Responds to requests for information; provides basic information within scope of authority.
- Updates, corrects, retrieves, and releases information according to procedures.
- Maintains the departments filing system ensuring accuracy and timely filing of documents and reports.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Enters payroll data accurately and in accordance with set time frames. Addresses payroll queries and respond to staff in accordance with stipulated time frames.
- Prepares local payments at month-end. And month-end reconciliation of all bank accounts.
- Maintains the Fixed Asset Register and prepares monthly depreciation journal.
- Preparation of all Balance Sheet reconciliations, processes reimbursement forms and bank deposits.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: Leadership and Management Teams, Sub Committees of the Board, All Departments
External: Government authorities and regulatory bodies, External Consultants

PERSON SPECIFICATION

Education:

- Five (5) Ordinary Level Subjects including Mathematics, Accounting, and English Language

Experience

- A Minimum of three (2) years' work experience in a similar position.
- Experience in the Performing Arts and Tourism industry would be an asset.

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Financial accounting, Generally Accepted Accounting Principles (GAPP), Budgeting, Financial Planning, Financial Records Management, working knowledge of computerized accounting software, Bank Reconciliation, Expense Reporting, Journal Entries, revenue tax laws, the application of data processing and terminology as it applies to maintaining financial control and accounting records, techniques commonly used in locating errors in accounting records, generally accepted accounting theories, principles, methods, practices, and terminology.

- Communication (oral & written)
- Problem solving
- Business acumen
- Planning and organizing
- Relationship management
- Service excellence
- Expert User in Microsoft Office Suite



The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Ability to analyze and recommend improvements in finance, collect and interpret information, apply criteria, and make recommendations.

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

Receptionist

SJD-2023-0112-HRA

TITLE: RECEPTIONIST	POSITION STATUS: CONTRACT ☒ PERMANENT ☐
DEPARTMENT: ADMINISTRATION	SECTION: HUMAN RESOURCES AND ADMINISTRATION
REPORTS TO: HUMAN RESOURCES OFFICER	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Receptionist provides support in a professionally responsive and courteous manner, consistent with established standards and procedures. Responsible for the front desk of the organization and provides frontline service to all SAPA customers, visitors, vendors, and clients. Maintains the organization's switchboard, greets various parties as they enter the office, and performs basic office and administrative functions. Responsible for the professional and efficient management of visitors, telephone calls and messages, as well as a variety of clerical and administrative duties that support the Human Resource and Administration Section.

Operational/Technical/Professional:

- Answers the switchboard and directs calls to appropriate members of staff.
- Greets all visitors and customers and directs them in accordance with their requests and inquiries.
- Ensures customer satisfaction by being courteous and responsive in all interactions.
- Responds to customer enquiries, concerns, or complaints by referring customer to appropriate source.
- Maintains strict adherence to the Organisation's security procedures, reporting any unusual occurrences to the Supervisor.
- Provides office support services to ensure efficiency and effectiveness within the organization.
- Notifies supervisors, within 30 minutes of daily start time, regarding staff absences/delays.
- Receives all incoming calls and directs visitors and customers promptly, accurately, professionally, and courteously.
- Records, directs, and relays messages accurately and in accordance with stipulated time frames.
- Open and date stamp all general correspondence and direct to relevant department promptly and accurately.
- Maintains the general filing system and files correspondence as required.
- Provides support in the planning and preparation of meetings and conferences.

The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

- Provides word-processing and clerical support by preparing documents and processing clerical work.
- Signs for deliveries when necessary and notifies recipients in accordance with stipulated time frames.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: All Staff.
External: Visitors, Vendors, Customers.

PERSON SPECIFICATION

Education:

- Five (5) CXC/GCE O' Level subjects. Two (2) of which must be English Language and Mathematics
- Customer Service certificate is required.

Experience

- A minimum of (2) two years' experience in a similar role.

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Switchboard operations, Keyboarding, Office Procedures, Standard Office Equipment operations, Microsoft Office Suite

- Customer Service
- Planning and Organizing
- Teamwork
- Time Management
- Communication (oral & written)
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Strong organizational skills, ability to prioritize and multi-task.
- Exceptional customer-service skills and effective communication both verbal and written.



The Southern Academy for the Performing Arts

SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION

EQUIVALENT QUALIFICATIONS AND EXPERIENCE

- Any equivalent combination of qualifications and experience will be considered.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.