

Cunard Job Description Production Technician

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (technical, business, and people) and the KSB provides the details for the knowledge, skills & behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Shipboard reporting to: Assistant Manager Production, Production Manager Shoreside reporting to: Entertainment Technical Operations Manager	Department: Production
Leadership Responsibility: Supervision of Deputy Production Technicians and Stage Crew	Location: Fleet based across all Cunard vessels
Titles of Direct Reports: NA	Budget Responsibility: Basic Awareness of department budgets and understands how to minimise costs
Size of Department: Up to 30	Revenue Responsibility: NA

Standard Role Summary

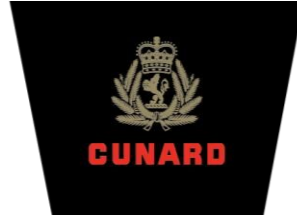
Assist the Assistant Manager Production (AMP) in the effective operational delivery of the ship's sound, stage and / or lighting systems. Take responsibility for designated venues while still providing support to the overall success of the ship wide entertainment product.

Primary Responsibility of the Role

Provide technical support for shows and events as directed by the Production Manager, usually based in one or more designated venue. Operate equipment for all main events including venue set-up, mixing sound, operating lighting, staging and AV.

Supervise staff within own area when required to ensure the provision of high quality technical / production support. Undertake coaching and training of team members to develop the skills of the team, and work with senior team members to develop own individual skills.

Attend rehearsals and band calls, undertake planned and preventative maintenance, cleaning and testing of venue production equipment on a regular basis informing the Production Manager of any issues and reporting the need of repair or replacement required. Follow work schedules and ensure all work is carried out safely, efficiently and in



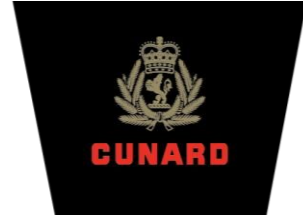
accordance with all current safety and company regulations. Complete accurate maintenance and equipment records and assist with all aspects of Health & Safety procedures for the department.

Key Responsibilities & Duties

	Summary of Requirements
Experience/Qualifications	Relevant industry qualification in sound or lighting, AV or relevant work experience Proven experience of working within a live theatre / entertainment environment, preferably on a variety of shows Previous experience of supervising others is desirable Experience of working with both sound and lighting systems Good operational and set-up knowledge of Audio Visual equipment Experience of working in large venues on a variety of entertainment programs i.e. concert, bands, theatre and solo acts is desirable Good knowledge of Health & Safety within production Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage Valid USA C1D Visa Valid Australian MCA Visa

HESS (Health, Environment, Safety & Security)

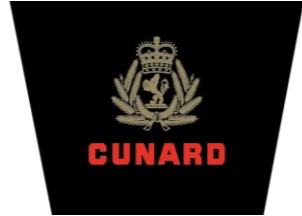
Knowledge / Skill	Summary of Responsibilities
Health & Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to Manager / Supervisor / Team Leader and to the safety department. Follow safety rules and procedures Use work equipment, personal protective equipment, substances and safety devices correctly. Take part in safety training & risk assessments and suggest ways of reducing risks Carry out duties in a safe manner in accordance with corporate policies and procedures.
Public Health	Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhea, vomiting, fever, and any other symptoms as appropriate
Environment	Understand own environmental responsibilities and act accordingly Apply practical measures to reduce water and electricity consumption Apply waste segregation diligently both in work area and when off duty Follow the correct method of disposal of surplus or spent chemicals



	<p>used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
<p>Emergency Duties (Shipboard Incident Response Organisation SIRO)</p>	<p>Understand the emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiarity with ship's emergency alarms and routines</p> <p>Ensure familiarity in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiarity in the use of the ship's life saving appliances and equipment including lifeboats and life rafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>If a Stairway Guide carry out crowd control of stairways ensuring the safe movement of Guests, directing them to the relevant muster station</p> <p>Once all Guests are mustered become part of a muster station Guide, direct and lead Guests to the lifeboat and disembark with them in the event of the need to abandon ship</p> <p>If Muster Station Personnel carry out crowd control of the Muster Stations supporting and directing Guests as required</p> <p>Undertake other emergency duties / routines within the SIRO as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
<p>Safeguarding</p>	<p>Aware of Cunard safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<p>Security</p>	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

Technical

Knowledge / Skill	Summary of Responsibilities
<p>Production</p>	<p>Set-up and operate sound, AV and lighting systems as directed</p> <p>Coordinate equipment with others in the team to ensure a complete and seamless production</p> <p>Supervise designated venue/s and have knowledge of their unique</p>



	<p>requirements, equipment & capabilities</p> <p>Work with performers, lecturers and hosts to ensure that their performances / events are well supported with the required production systems</p> <p>Assist with the staging aspects of a performance as directed</p> <p>Ensure schedules are followed for rehearsals, band calls, set changes and equipment maintenance</p> <p>Complete other duties as directed by Production Manager</p>
Quality Standards	<p>Follow the correct quality standards relating to production services ensuring all work is carried out safely, efficiently and in accordance with all current safety and company regulations</p> <p>Work with Line Manager to constantly review and improve entertainment product support</p>
Tech Safety	<p>Monitor the safe use of tools by self and others and provide coaching and instruction where required</p> <p>Ensure that the Deputy Production Technicians and Stage Crew are supplied with and correctly attired in PPE</p> <p>Ensure that safety instructions are strictly adhered to at all times</p>
Guest Service	<p>Respond calmly and quickly to requests from Guests or crew members</p> <p>Deliver Guest service within the acceptable time-scales and quality required, ensuring Guest satisfaction</p> <p>Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution</p> <p>Behave in a polite and friendly manner with Guests and crew members at all times and in all areas of the ship</p>

Business

Knowledge / Skill	Summary of Responsibilities
Audit and Compliance	Complete full and accurate records to ensure compliance for both internal and external audits

Carnival UK Core Values

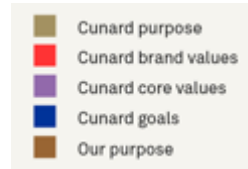
Guest Obsessed	We continue to put our guests front and centre, and work relentlessly to find ways to exceed their expectations.
Heroes of 'Safe and Well'	We are guardians for one another, our Guests, our communities and the environment. We must have the integrity to speak up, do the right thing, and operate ethically and in compliance around the world.
Better Together	<p>Building on the foundations of a just and fair culture we trust and support each other, developing stronger teams and better collaboration.</p> <p>By valuing and respecting one another's diverse perspectives we can all belong in an inclusive community.</p>
Determined & Courageous	By being transparent, having honest conversations and encouraging positive suggestions to help us improve, we can share and learn from our mistakes and seize new opportunities.
Passionate about	Happiness matters, so let's create it together; for our guests and the

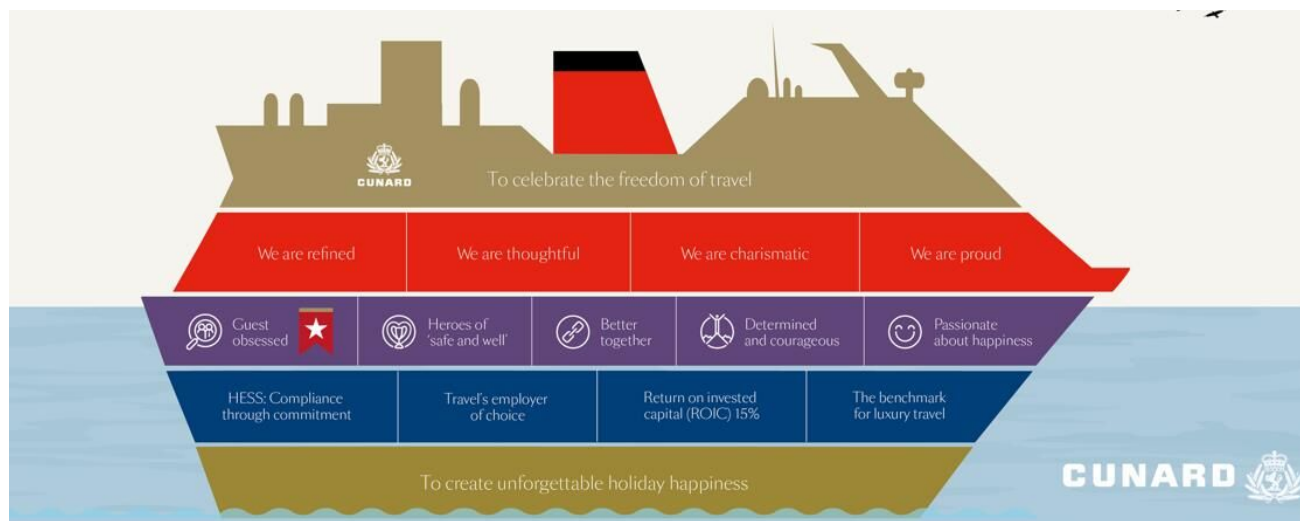
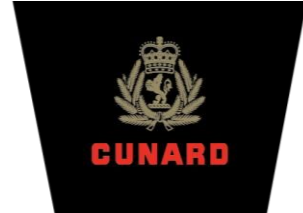


Happiness	people we work with.
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Cunard White Star Service Values

Refined	<p>Today’s guest is looking for an experience that feels sophisticated and of the highest standard. The words ‘quality’, ‘style’ and ‘attention to detail’ are used a lot when people talk about luxury brands. The word Refined sums up all of this. Cunard is a brand that has a sense of style, sophistication, and elegance – with high quality standards and a precise attention to detail across everything we do.</p> <p>We are REFINED. We serve with style and attention to detail.</p>
Thoughtful	<p>Today’s luxury consumer wants the experience to be on their own terms. They want to be served as individuals. They want choice, flexibility, to feel cared for and to be understood. We use the word Thoughtful to capture this – Cunard is a brand that understands, cares for and respects the needs of our guests from all over the world.</p> <p>We are THOUGHTFUL. We think and deliver with care and imagination.</p>
Charismatic	<p>People want personality. They love to feel genuine connections with brands and treasure moments that feel unscripted. They have a thirst for new knowledge and a real desire to hear interesting stories. Cunard always has been full of charm, from the marketing advertising to the service we deliver. We are using the word Charismatic to describe how we need to continue to show through our warmth and captivating personality in everything we do.</p> <p>We are CHARASMATIC. We speak and act with charm and confidence.</p>
Proud	<p>Cunard is recognised and respected for our long heritage. Today’s guests desire well established distinct brands with an experience relevant for today. Proud perfectly sums up the feelings we all have towards this powerful brand of ours and describes how we will make sure it continues.</p> <p>We are PROUD. We represent Cunard with Passion and Pride.</p>





Personal Specification

	Shows a genuine enthusiasm and passion for working within a production environment
	Ability to operate relevant production equipment and systems
	Knowledge of Health and Safety requirements within stage production
	Experience in Sound, Lighting and AV with some basic supervisory experience or training
	Ability to build and maintain good relationships with both internal and external stakeholders
	Understanding of different types of entertainment and how they can be technically supported
	Socially confident and adopts a professional manner, comfortable making conversation with Guests
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Adaptable and flexible in the face of change or unanticipated events
	Models high standards of ethics and appropriate behaviour
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Able to effectively prioritise workload
	Ability to self-motivate and work on own without supervision
	Works well with a wide variety of people, regardless of status, background or gender
	Demonstrates an awareness of good safety knowledge and risk management in a Production environment
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	High levels of stamina and resilience due to working hours and production demands
	Loyal to the Cunard brand and compliant with company policies and procedures
Version	Issued By
1	Chris Knowles
	Date of Issue
	January 2021

