

Carnival UK Job Description

Assistant Manager Production

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 detail for the Knowledge, Skills and 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.

Reporting to: Production Manager	Department: Production
Leadership Responsibility: Technical Production Staff	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Production Technicians- Stage Manager- Deputy Production Technicians	Budget Responsibility: Awareness of the department's budget
Size of Department: Up to 30	Revenue Responsibility: Awareness of how the Production can impact revenue generation

Standard Role Summary:

Ensure the effective operational delivery of all automation aspects of entertainment, providing additional sound or lighting support when required, to support the overall success of the entertainment production. Deputise for the Production Manager as directed.

Primary Responsibility of the Role:

Provide technical support for shows, deck activities, talks and other events as directed by the Production Manager. Operate equipment for all main events assisting with set design, making changes to the set as required, prompting performers and cueing technicians.

Manage staff within own section on a day to day basis to ensure the provision of high quality technical / production support. Undertake coaching and training of team members to develop the skills of the team.

Attend rehearsals and band calls ensuring all equipment is maintained and functional, undertaking repairs as necessary. Attend regular meetings with the Production Manager to ensure a complete overview of the onboard entertainment needs.

Undertake planned and preventative maintenance, cleaning and testing of all 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.

Assist with the effective management of Production stores, receiving and signing for deliveries. Carry out checks for any damaged or missing items and highlight any discrepancies. Ensure the safe storage of pyrotechnics and other stock.

Manage staff within own area, ensuring staff are competent to undertake their roles. Provide training in the operation / use of ship's automation systems and its maintenance to Entertainment Technicians and to Entertainment Staff as required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>Relevant industry qualification in chosen specialism (i.e. automation, lighting or sound) or relevant work experience</p> <p>Experience of working in large venues on a variety of live entertainment programmes i.e. concert, theatre and individual acts</p> <p>Basic operational and set-up knowledge of Audio Visual equipment</p> <p>Good knowledge of Health & Safety within production and experience of working with risk assessments</p> <p>Previous experience of supervising others desirable</p> <p>Good command of written and spoken English</p> <p>Automation: Experience of operating, maintaining and repairing stage automation systems</p> <p>Light: Experience of AMX control systems is desirable</p> <p>Experience with the operation and programming of lighting control consuls</p> <p>Experience of operating, maintaining and repairing lighting systems</p> <p>Sound: Previous experience with digital mixing and processing audio systems</p> <p>Experience of working with large digital equipment and production sound design</p> <p>Experience of operating, maintaining and repairing sound systems</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals 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>
Emergency Duties	<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 familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</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>As a member of the passenger muster station ensure the safe muster and control of</p>

	passengers during an incident Give instructions and information to passengers using the microphone Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Understand the security levels as defined by ISPS and own responsibilities Follow the correct security procedures when embarking and disembarking from the ship Report suspicious activities, packages and / or security incidents following the correct procedure

Technical

Knowledge/Skill	Summary of Responsibilities
Production	Set-up, operate and adjust systems and equipment for own specialist area as necessary, in a safe and efficient manner Coordinate equipment with others in the team to ensure a complete and seamless production Work with performers to ensure that their performances are well supported with the required production systems Ensure the correct design and delivery of all aspects of a performance and support the team to deliver Ensure schedules are followed for rehearsals, band calls, set changes and equipment maintenance Ensure the most effective scheduling of shows and other events throughout the ship
Quality Standards	Ensure the technical team follow the correct quality standards relating to production services and ensure all work is carried out safely, efficiently and in accordance with all current safety and company regulations
IT Systems	Understand all systems used within the production environment Train others in the use of IT systems appropriate to their role
Tech Safety	Monitor the safe use of tools by others and provide coaching and instruction where required Ensure that others are correctly attired in PPE Ensure that safety instructions, policies and procedures are strictly adhered to at all times
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise

Business

Knowledge/Skill	Summary of Responsibilities
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits
Stock Control	Undertake accurate and complete stock takes as required, inputting data into relevant system Calculate restocking requirements based on existing stock levels and expected future needs Rotate stock appropriately and in line with dates (1st in, 1st out) Store all pyrotechnics and other hazardous materials correctly with documentation

Revenue Generation	<p>Understand revenue responsibility / target for own area and proactively work to achieve / support set targets</p> <p>Immediately highlight and any issues in achieving revenue objectives to line manager</p> <p>Understand passenger requirements and adjust approach accordingly</p> <p>Use specialist knowledge to help inform passengers on products and positively influence revenue generation</p>
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People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	<p>Present specialist information to non-specialists in a manner in which it can be understood</p> <p>Influence others where appropriate to help make the most effective business decisions</p>
Dealing with Challenging People	<p>Deal with challenging situations in a confident and professional manner</p> <p>When appropriate refer the situation to a more senior person</p>
Quality Assurance	<p>Observe, review and assess the aspects of the quality of service being provided by the team</p> <p>Take action when any element of the service or work being carried out is not up to standard</p>
Planning & Prioritising	<p>Plan daily work schedules for own team</p> <p>Prioritise tasks and projects, ensuring efficient delivery in line with the ship's priorities</p>
Resource Management & Delegation	<p>Delegate tasks with clear instructions, expectations and necessary responsibility</p>
Providing Performance Feedback	<p>Provide manager with information about the performance of junior staff to feed into appraisals</p>
Coaching & Mentoring	<p>Assist colleagues to solve their own problems when appropriate by providing help and guidance</p> <p>Support team members in meeting training objectives and workload</p>

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	<p>Thinks about their style and approach and how this impacts the team</p> <p>Works as part of the team to achieve agreed goals</p> <p>Supports and encourages others, helping to build a positive and open culture</p>
Thinking Ahead / Making Change Happen	<p>Thinks ahead when working with a team and helps others to change</p> <p>Identifies problems and actively works to generate solutions</p>
Working with Others	<p>Works collaboratively, supporting and encouraging others to achieve objectives</p> <p>Actively works to improve own knowledge and experience and is approachable to others</p> <p>Respects colleagues and passengers and gives constructive and helpful feedback</p>
Communicating Effectively	<p>Proactive and positive in their communications with Officers, crew and passengers</p>
Customer Centred	<p>Understands how their role can impact the passenger experience and works with the wider Production team to provide a customer focused service</p> <p>Deals with feedback positively and strives to deliver a consistently high service</p>
Acting Safely	<p>Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities</p>

Person Specification

	Shows a genuine enthusiasm and passion for working within a production environment
	Ability to operate relevant production equipment and systems
	Good knowledge of H&S requirements within stage production
	Specialism in automation with a general knowledge of sound and lighting
	Demonstrates ability to be creative with regards to production support
	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 passengers
	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
	Able to effectively prioritise workload
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	High levels of stamina and resilience due to working hours and production demands
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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