

TECHNICAL SERVICES MANAGER

CONTRACT	17 June to 28 July 2019 (6 weeks) Temporary paid working contract, 100%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service coordinating all technical services at the Caux Palace Conference and Seminar Centre during the Caux Forum .
REPORTS TO	Head of Facilities – acting as Head of Department Technical Services

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

AREAS OF RESPONSIBILITY

The Technical Services Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within the Caux Forum Technical Services, based on the core values of respect for human dignity, truth, solidarity and care.

This team is in charge of operating the technical equipment needed for the Caux Forum to run smoothly. It covers the whole spectrum of technical needs for a large conference centre, which includes a main meeting hall, as well as a number of smaller meeting rooms. The team also has overall responsibility for setting up and running the theatre.

The equipment used ranges from simultaneous translation systems to sound desks and associated equipment, lighting control desks, projectors, and so on. Working closely with the Caux Forum Secretariat, the 'Tech Team' is also in charge of setting up rooms for meetings, workshops and events.

Leading, coordinating and planning

- Coordinate all Caux Forum Technical services and ensure smooth day-to-day operations by liaising closely with the Forum Secretariat and the Head of Maintenance
- Assist the Head of Maintenance to ensure weekly planning and participate actively in the weekly meetings
- Lead daily briefings of your team, take an active part in the daily meetings with the Forum Secretariat and the Forum Event Teams
- Lead and care for the Tech Team members. About 10 young people from around the world, who are taking part in the Caux Peace and Leadership Programme have chosen Technical Services as the area in which they will apply their training practically for several hours each day. They may not necessarily have any experience in the field of hospitality or technical services of a conference centre.
- Take full ownership of the Caux Forum technical services, making sure that the equipment is kept in the best possible order at all times
- Assist the Maintenance Manager for the set up and clear up operations before and after the Caux Forum

Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere
- Train, coach, provide feed-back to and support your team
- Ensure that your team takes responsibility and fulfils its tasks and duties successfully
- Produce a written report and recommendations for future Caux Forum sessions

Creating an enjoyable experience for guests attending the Caux Forum

- Liaise closely with the Forum Secretariat and the Event Teams of each Forum to ensure that all requests for venues, rooms and equipment are delivered in a timely and professional manner
- Set up rooms for meetings, workshop and events
- Ensure the smooth operating of all technical equipment needed
- Provide technical assistance and help to the Caux Forum Event Team with microphones, projectors, sound and lighting
- Care for and run the technical equipment, which includes simultaneous interpretation systems, sound desks, microphones, lighting control desks, projectors
- Set up and run the theatre as well as the cinema
- Demonstrate the core values of respect for human dignity, truth, solidarity and care in all interactions, provision of services and teamwork

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who inspires others to accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

We work on a rota system with staff available for most of the day – this means that there is some early morning and late night work. We are looking for a very flexible candidate who is not afraid of a little hard work, early morning or late evening shifts. Knowledge of sound or lighting equipment would be a great advantage, however training and advice will be given on the job by the Maintenance Manager.

- Prior experience in a team-leading position as well as prior experience of the Caux Forum is of great value
- Experience of training largely inexperienced young people is an advantage
- English (fluent), French (basic): other languages are a plus
- Ability to handle pressure at times and flexibility to cope with busy and less busy periods
- Reliability as well as high professionalism
- Solution-oriented and good coordination, planning and communication skills
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible in working hours

HOW TO APPLY

Please apply by following [this link](#) until 31 January 2019.