

Overview

This Standard is about providing technical, hospitality and administrative support to clients and colleagues in a post production facility. It requires showing initiative because in a pressured environment people's needs must often be met without their having to make a request. It requires a professional approach to clients and talent who visit the facility.

This Standard should apply to anyone who is involved with supporting clients and colleagues in post production facilities.

Performance criteria

You must be able to:

1. anticipate and identify what clients and colleagues will need during work sessions using information from reliable sources
2. communicate with clients in ways that put them at ease and promotes the facility
3. respond to clients' and colleagues' requests as soon as they are requested and in a supportive and hospitable manner
4. communicate with colleagues, clients and visitors in a professional manner in line with company procedures
5. maintain the readiness, appearance and security of facilities for clients and colleagues in line with company procedures
6. carry out requested technical, information and administrative tasks in a prompt and accurate manner
7. seek help from relevant colleagues when you notice the work atmosphere becoming difficult and you are unable to deal with it
8. discuss clients' needs, preferences and issues that you identify with relevant colleagues at appropriate times
9. log and store materials and data in line with company procedures
10. maintain security for files and other materials in line with company requirements
11. suggest to relevant people improvements in day-to-day working practices that will improve support provided

Knowledge and understanding

You need to know and understand:

1. the layout of the post production facility and how different locations and facilities are referred to
2. personnel, their names and what they do
3. how to introduce yourself to a client
4. the range of needs that clients may have including information, catering, delivery of materials and facilities
5. food and drink preparation and hygiene
6. how to obtain foods of different kinds locally
7. regular clients' preferences for drinks and food and dietary needs
8. how to anticipate clients' needs including past experience
9. company requirements for the secure handling of data and materials
10. administrative procedures for receipt and dispatch of materials
11. safe ways of working, including electrical safety and manual handling
12. communication with technical and non-technical colleagues, clients and visitors
13. the importance of team work and delivering a cohesive service even when others fall below par
14. health and safety factors of all equipment and the workplace
15. company systems for storage, back up and security

Support clients and colleagues in post production facilities

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