

# PRODUCTION

## WHAT IS A CULTURE GUIDE?

At Victory Church, we know that culture either happens by design or by default. Rather than allowing our feelings, upbringings, past experiences, or standards of society to take the lead, our goal is to intentionally create a culture that glorifies God.

**Culture Guides** are intended to do 2 primary things:

1. Give members the information needed to *finalize* their serving team decision.
2. Serve *as the onboarding*, providing all the information and guidance for how the team operates.

## C.H.E.C.K. VALUES & GUIDING PRINCIPLES

### **COURAGEOUS:**

We follow Jesus into the unknown, walking by faith and not by sight, no matter what it costs us.

- We Get Out of the Boat
- We Lead Ourselves

### **HUMBLE:**

We are not led by title. We lead with open hands, always seeking to serve others.

- We Use Our Titles as Towels
- We Fail Forward

### **EMPOWERING:**

We make disciples who make disciples: Equip, empower, and send!

- We Are Gold Miners
- We Hand Over the Keys

### **CONNECTED:**

We stroll through the crowd; we seek to know people and walk alongside them through life.

- We Smell Like the Sheep
- We Pull on the Same Rope

## **KIND:**

People know we are disciples of Jesus by the way we love others.

- We Are Tigger, Not Eeyore
- We Live by the Golden Rule

## **TEAM POSITIONS**

- **Ministry Lead:** provides oversight for an entire ministry for a campus or for Victory Church
- **Coordinator:** leads/supports a group of coaches and/or oversees a specific component of ministry
- **Coach:** leads/supports a group of leaders
- **Team Leader:** leads/supports a group of team members or a small group
- **Group Leader:** leads a small group
- **Team Member:** (replaces the term “volunteer”); usually an individual contributor to a ministry team

## **OUR MINISTRY GOAL**

Our vision is to help create a distraction free, Holy Spirit driven atmosphere that allows people to worship, pray, and connect with God and each other. As a Production Team, we lead worship and message communication from our unique positions behind the scenes.

## **GUIDELINES & COMMITMENTS**

### **CHARACTER COMMITMENTS**

Just as our Father operates in creative excellence, we aim to worship the Lord—not with perfection but with our creative best. We do this by:

- Taking calculated and creative risks! From learning new methods or roles, or executing new ways of expression, we are not led by fear but by faith. We use our gifts to lead others.
- Maintaining a safe and supportive environment for learning and development. The entire team benefits when we remain honest and teachable. We do not judge or use our skills and experience to think more highly of ourselves than our team members. We look for ways to offer support and grow.
- Providing the information and encouragement needed for our teammates to succeed. We have “I see in you” conversations to call our team members to new levels of creativity, responsibility, and leadership. We equip, empower, and send.

- Seeking to truly know each other and walk together through life in community. We do not prioritize tasks over valuing people.
- Being known by our love. Things move quickly on this team, but that doesn't mean we disregard respect, peace, and clear communication. We offer grace for mistakes and value follow-up conversations when things get tense or confusing.

We look to these as mile markers in our pursuits of our goal. It is up to every member of our team to consistently look to these as guidelines as we measure success.

Victory Production Team members are required to participate in maintaining the values of Victory culture. While the execution may seem unique from campus to campus, the overarching goal of each production team is the same. Production works to display the heart behind the worship experience at Victory Church, from the platform to the classroom.

Production is one team that is responsible for many spaces! Though many of the positions and expectations are the same universally, the execution may look different depending on the room you're in. This is why training is such a key part of the onboarding process. We want to equip you with the tools to not only be efficient in your role but to also have the ability to empower and minister to the future members of the production team.

### **TRAINING EXPECTATIONS**

The Production team relies on the Hero Making model to function. Based on the conversations you have with your campus production representative, the leadership team will suggest positions for you to shadow and start to build your individualized training path with you. Your trainer will give you opportunities to help along the way, and once you start operating at your position, your trainer will work with you until both of you feel confident! This process will be unique to the position you are training in, and its duration will vary based on the positional needs at your campus and your scheduling availability. Each position takes time to train, so we encourage you to be patient with the process and with yourself as you learn!

**Group Trainings:** During the year, trainings/refreshers may be scheduled for specific positions at a campus outside of the one where you serve regularly. Though these are not required, we encourage attendance as these are an opportunity to refresh and refine skills outside of a weekend training.

### **SCHEDULING**

All of our teams use the Planning Center Online (PCO) platform for scheduling. We will help you get your account set up if you are using this application for the first time! PCO will allow you to set blackout days, which notifies us ahead of time on the days you are not available to serve. Be sure to add those days as soon as you know you are not available. We want to respect your time. In the event that you are unable to serve on your scheduled week, please make sure to

decline the PCO request so that your team leader is notified and able to ask someone else to fill the position as soon as possible. Please feel free to reach out to your team leader if further explanation would be beneficial.

Team members who serve in the Sanctuary are asked to be present at rehearsal and serve for several consecutive services depending on the position. Team leaders are required to serve all services for the entire weekend. That time commitment varies from campus to campus, so you will want to verify the serving expectations. Your campus production director will be your main source of communication for setting accurate expectations for your service day.

Most Production team members serve one weekend monthly and no more than two weekends monthly. We care about making sure everyone on our team has the opportunity to regularly attend service and receive for themselves. We encourage you to attend service on the weekends you are not serving.

### **WARDROBE**

All production team members in positions that are on platform or operating cameras are asked to wear all black clothing with no distracting logos or graphics. Please choose modest and comfortable outfits for all positions. Some positions, like mobile camera operators or stage crew, can keep you pretty active, so you will want to dress accordingly. Also, be mindful that it can get cold in the church, so a jacket is recommended if you get cold easily.

### **CALL TIMES**

Timeliness is very important in the production world. Your production director will send you details on when you should be arriving on campus in addition to your listed call times on Planning Center Online. Please be intentional about committing to these times and communicating ahead if you are running late. We understand that things come up and we have grace for emergencies. The sooner your campus production team knows about any delays, the better. Call times are dependent on service times and vary from campus to campus and event to event. Please don't hesitate to reach out if you have questions.

## **OPPORTUNITIES TO SERVE & GROW**

Within Production, there are several teams, roles, and leadership opportunities! Each team serves a unique function and carries the same creative vision. Below is a list of our teams and positions and a brief glance at their function. Please note that positions labeled as "Team Leader" require advanced training and will not be a first step in joining our team.

### **PLATFORM TEAM**

This team focuses on directing the flow of people and moving pieces for the service. They focus on quality control of the environment, removing distractions, enhancing communication, and supporting the on-platform communicator. The Platform Team consists of the following positions.

1. **Producer [Team Leader]** – Main communication point between the preaching pastor, worship, and production teams. Leads production meeting and transitions throughout entire service flow.
2. **Producer Assistant** – Assists Producer in communication with the team.
3. **Stage Manager** – Manages all backstage transitions and placement of stage furniture/props for special events.
4. **Stage Crew** – Responsible for moving podium and/or props on and off stage, cuing baptisms, and other tasks as needed.

### **VIDEO TEAM**

This team is responsible for the live video and graphic elements seen in the Sanctuary, overflow spaces, and online. The position descriptions are as follows.

1. **Director – [Team Leader]** Leads the Video Team while operating the video switcher by directing camera cuts and, ultimately, determining what the audience sees on the screens.
2. **Shader** – Operates the Camera Control Units (CCU) for each of the Studio Cameras. Responsible for monitoring colors and levels to maintain the correct level of exposure/iris.
3. **Studio Camera** – Operates the cameras on tripods.
4. **Jib Camera**- Operates the Jib camera crane.
5. **Mobile Camera** – Operates the handheld cameras on stage during worship while also serving as stagehands as needed.
6. **Computer Graphics (CG)** – Operates lyrics, message graphics, and any other slides necessary for the service.
7. **Teleprompter** – Operates the teleprompter that communicators and pastors read from during the message and announcements.

### **ONLINE TEAM (Norcross Campus Only)**

This team is responsible for supporting our online campus experience. This team functions outside of and alongside the main room. The position descriptions are as follows.

1. **Online Producer [Team Leader]** – Main communication point between online production team, main room producer, and online hosts. Leads online production meeting and each online service flow transition.
2. **Online Director** – Operates the video switcher while directing camera cuts and the online viewing experience.
3. **Online Studio Camera** – Operates the camera during the Pre/Mid/Post online shows.
4. **Online CG (Computer Graphics)** – Operates ProPresenter to display announcement slides, videos, and other graphics for online show.

5. **Online Audio** – Operates the online audio console for all online specific segments of the service flow. Partners with broadcast audio engineer to make sure main room service audio is seamlessly integrated into online service flow transitions.

### **AUDIO TEAM**

This team supports the band and communicators by providing quality audio mixes for the congregation and recordings. The goal of this team is to give those attending our services the best audio environment possible. This team requires the attendance of band rehearsal and soundcheck prior to the production runthrough. The audio team consists of the following positions.

1. **Front of House Audio Engineer [Team Leader]** – Front of House audio console operator. Mixes band, vocals, videos, and communicator microphones for the auditorium.
2. **Monitor Audio Engineer [Team Leader]** – Monitor audio console operator. Sets up instrument lines and microphones as needed. Sets and manages mixes for all in ear monitors for the band and vocal team during rehearsals and services. Troubleshoots audio issues on stage as they arise.
3. **Broadcast Audio Engineer [Team Leader – Norcross Only]** – Broadcast audio console operator. Mixes band, vocals, videos, and communicator microphones for the online stream, multi-site campuses, overflow rooms, video control rooms, and recordings.

### **LIGHTING TEAM**

This team produces the visual environment of lights and motion graphics in the main room. Their main goal is to enhance worship with a creative and inviting experience for our congregation.

1. **Lighting Designer [Team Leader]** – Responsible for the overall look and feel of the main stage in the room and how this translates on camera. Programs lighting and creative LED wall content for the worship experience.
2. **Lighting Operator** – Operates the pre-programmed lighting and content for the worship experience.

## **FAQs**

**What if I have no live production experience?** Welcome aboard! Some of our most skilled team members started serving on our team with no prior live production experience. All we ask is that you are attentive, teachable, and desire to learn. We're excited to walk with you on your training journey.

**What if I do have live production experience?** We are thankful you have chosen to bring your skills to serve on our team. Just like our team members with no prior experience, we ask that you are attentive, teachable and desire to learn. Though your prior experiences are valuable and helpful, Victory culture and processes may prove to be a little different from a traditional production environment. Again, we are excited to walk with you on your training journey. Welcome aboard!

**Can I serve in more than one position?** Of course! We encourage you to try any available position that interests you. We believe encouraging you to find your passion will result in maximizing your ability to use your unique gifts.

**How long do I have to commit to a position?** We ask that you commit to serving at least three weekends per position. If you desire to try something new after your third weekend, please let us know! This also applies if you determine that Production is not the right ministry for you. We want to be sure you're using the gifts and talents the Lord has placed within you. Inform us in either situation, and we will work with you to find the right position/ministry for you.

**Do I have to serve all services on my scheduled weekend?** This varies per campus. Team members scheduled for main room services are required to serve one rehearsal and several consecutive services on their scheduled day. We do have opportunities to serve with other ministries that require less of a time commitment than serving for the weekend services, such as Young Adults and Youth services if that is of interest to you.

**Can I still serve in Production while serving with another ministry?** Yes. We do ask that you are mindful of how much you are serving overall and that you are intentional about making time to get spiritually fed. Your spiritual and physical health are important to us.

**Do I have to only serve at one campus?** No! You can serve with the Production team at any Victory campus, not just the one you signed up with. If you would like to serve at more than one campus, contact your team leader and they will get you plugged in at other locations.

**Could I serve at the same (or different) time as my family?** Yes! Our scheduling tool, Planning Center Online (PCO), has the functionality to help households plan to serve in a compatible way, even if people are on different ministry teams! We will work with you.

**What happens if I miss a week I am scheduled?** Any heads up is better than no heads up! Our main request is clear and timely communication. If you forget, oversleep or miss a scheduled time, please communicate! Also, blocking out your unavailable dates in Planning Center Online (PCO) will better help us to serve you and your family as you serve with us longterm.

**I am concerned about completing a background check. Does failing mean I cannot serve?** Not at all. Please come talk with us! Whether it's a concern about what may show up on a background check, or fear of not having necessary documents, we are open to a conversation. Sensitive personal information will be handled with confidentiality and care by a very small number of necessary staff members. The more we can understand your circumstances, the better we can serve you as you serve the Kingdom.

**Do I have to serve every two weeks?** While we typically ask volunteers to serve 1-2 times a month, this is not a requirement. The more consistently you serve, the more you will see progress in honing your craft. However, balance and a healthy lifestyle are just as vital to us as your growth. Spending time with your family and receiving from the main services when you can are more than encouraged.

**I still have questions...** Not a problem! Your campus Production team leaders can help get the answer for you. Don't hesitate to reach out!