



MANDURAH PERFORMING ARTS CENTRE

POSITION DESCRIPTION

POSITION:	OPERATIONS MANAGER Full Time Position
DEPARTMENT:	ADMINISTRATION
UNDERLYING AWARD:	LIVE PERFORMANCE AWARD

ABOUT MANDURAH PERFORMING ARTS CENTRE

Mandurah Performing Arts Centre (ManPAC) is more than a performing arts centre. It's a hub for extraordinary, dynamic and creative ideas – a centre for the arts.

ManPAC is a leader in the curation and presentation of quality arts and cultural experiences that are relevant to local artists, audiences and the community. ManPAC is committed to presenting and creating work which aspires to build a more inclusive, resilient and enlightened Mandurah community.

ManPAC programs theatre, dance, music, visual arts, physical theatre, festivals, workshops, community engagement, youth and children's events.



OUR VISION

Mandurah Performing Arts Centre is one of Australia's leading centres for the arts.

OUR PURPOSE

Mandurah Performing Arts Centre exists to celebrate and share arts and cultural experiences, to unite our community and make Mandurah a great place to live.

OUR VALUES

- **Excellence** We are passionate about providing our audiences with outstanding experiences.
- **Creativity** We encourage smart risk-taking, learning and change through creativity.
- **Connection** We connect and energize our community through arts and culture.
- **Respect** We are a company whose relationships are based on mutual respect.



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ABOUT THE ROLE

The Operations Manager is responsible for managing the day to day running of Mandurah Performing Arts Centre's operations.

This full-time role provides accurate, timely and efficient assistance to the CEO and is responsible for delivering professional Box Office, Front of House, Bar, FOMPAC Volunteer and House Services for all performances and events.

Leading the event planning, delivery and executing events is a priority of this position and managing day to day administrative operations, setting operating budgets, facility maintenance and the replacing of assets are also part of this role.

The successful applicant will have:

- Demonstrated experience within the events and venues industry at senior level in event management, customer service, venue maintenance and operations.
- Working knowledge of venue operations including venue hire bookings, ticketing, rostering, facility maintenance and budgeting skills.
- A record of achievements in leadership and innovation at a senior level, including the management of staff and volunteers.
- Strong people management and communication skills with the capacity to efficiently lead a team towards common agreed outcomes and goals.
- Excellent attention to detail, organisational and time management skills with the ability to multi-task and work autonomously.
- Be comfortable working with a high degree of responsibility, flexibility and adaptability in a fast-paced and collaborative team environment.
- Ability to work effectively as a team member, possessing high level of interpersonal skills and exceptional administration skills to enable ease of negotiation, collaboration and problem solving with a range of stakeholders.
- Demonstrated ability to remain calm and responsive to perform under pressure to meet deadlines without compromising quality outcomes.
- Knowledge of and a commitment to Workplace Health And Safety procedures.
- Capacity to work evenings and weekends when required.

The Operations Manager will have a passion for venue operations combined with a high level of organisational, administrative, planning and communication skills. This position requires a reliable, efficient, honest and hard-working individual with a keen interest in the theatre environment and dedication to high quality work.

This is a full-time position (38 hours per week) and some work outside business hours (evenings and weekends) will be required. Salary will be negotiable based on skills and experience.

To apply for this position please email a covering letter and current resume via email to: Marlene Cream, Venue Services Manager at marlene.cream@manpac.com.au

Applications close COB Friday 1 December 2023.



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DUTIES & RESPONSIBILITIES

Leadership:

- In partnership with the CEO, oversee ManPAC's operations to ensure programs are delivered in line with the business objectives, policies and procedures.
- Management of the Box Office, Front of House, Bar, FOMPAC Volunteer and House Services to ensure a consistently high standard for all events.
- Be a contributing member of ManPAC's Management and Programming Team.
- Assume leadership of the Centre when the CEO is absent.

Venue Hire & Event Management:

- In liaison with the CEO, be the point of contact for incoming enquiries relating to the hiring of the venue spaces and contracting of events.
- In liaison with the CEO, prepare of hiring contracts and settlements for productions/events (including budget estimates for hirers).
- In liaison with the CEO, manage the venue management systems (Momentum) for ManPAC events and venue bookings to ensure that the Centre delivers effective, efficient and timely service.
- Be responsible for customer enquiries, requests for information and quotations regarding corporate events, civic events, conferences, meetings and functions.
- Ensure events being delivered within the venues are done so in a safe efficient manner with an eye of enhancing the experience at all times.
- Communicate in advance with venue hirers ensuring relevant front of house, merchandising and catering requirements are agreed and documented.
- Ensure all staff are briefed and have all the show related information available.
- Provide professional advice and support in relation to venue bookings to clients.
- Prepare Rosters for Front of House, Bar, FOMPAC and House Services.
- Plan, communicate, coordinate and deliver the services within the Centre.

Facility Maintenance:

- Attend to immediate and necessary maintenance and adjustments to the building and equipment to ensure ManPAC operates effectively and safely.
- Coordinate and plan work schedules with the City of Mandurah to ensure the works being completed are done so safely, efficiently and are of a desired quality.
- Oversee and ensure essential service contracts are undertaken on time and the maintenance meets the Centre's WH&S policy requirements.
- Oversee the maintenance agreements and service contracts of the Centre in liaison with the CEO and Technical Manager.
- Liaise, coordinate and approve works schedules by the City of Mandurah.
- Liaise and coordinate works scheduled by City of Mandurah and report on all building maintenance to the appropriate Centre's Managers.

Workplace Health And Safety:

- Ensure the policies and procedures, structure and work practices employed within the Centre comply with relevant legislation to ensure that the Centre operates with due regard to public safety and health.
- In consultation with the CEO lead and participate in workplace health and safety and risk management at a leadership level.
- Review and ensure all policies, procedures and Workplace Health and Safety requirements are followed and up to date.
- Complete risk assessments when necessary for events coming into the Centre.



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- As required compile and or notify staff of potential risk and keep up to date WH&S policies and registers.

Human Resources:

- Providing direction, support and advice in all areas of Human Resources (HR) including but not limited to the areas of recruitment and selection, learning and development, performance management and reviews, grievances and dispute resolution and change management.
- Engage and direct the duties of Box Office, Front of House, Bar and House Services staff and casual staff to ensure compliance with operational policies and procedures.
- Supervise and performance manage direct reports, ensuring they have completed their work to an acceptable standard and met key result indicators.
- Ensure the adequate induction of all new employees to the venue with adequate training in safety, compliance and operational procedures.
- Positively foster and promote a performance based and collaborative culture.
- Any other HR duties within known skills, knowledge and capabilities.

Financial Management:

- Collaborate and consult with the CEO and Finance Manager for any Human Resources requirements, payroll, cash flow assessments, yearly budget preparation and review the monthly operations finance reports.
- Actively work with the Finance Manager and CEO to set annual venue operations budgets.
- Administration of operations budgets as per best practice to ensure that the allocated operations budget stays within the restraints of that budget.

Administration:

- Prepare rosters for House Services, Front of House, Bar and Ushers staffing.
- Update the event management booking system with relevant event information.
- Manage and maintain up-to-date records of facilities equipment.
- Update, store and keep accurate workplace health and safety records.
- Complete regular stock and asset condition reports.
- Perform any other duties as may be reasonably required.

SKILL REQUIREMENTS

- Sound knowledge of and experience implementing and delivering events.
- Experience in managing and supervising staff.
- Highly developed communication, interpersonal and negotiation skills with the capacity to efficiently lead a talented team towards common agreed outcomes.
- Well-developed administrative and organisational and time management skills.
- Well-developed budget and financial management skills.
- Well-developed organisational and time management skills.
- Ability to lead and work in a team environment.
- Exceptional attention to detail and accuracy.
- Carry out work independently, responsibly and consistently.
- The ability to maintain good working relationships with a wide range of people at different levels both internal and external to the organisation.
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work under pressure and complete tasks within specified timeframes.



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- A high level of IT literacy with knowledge and experience in using Microsoft Office suite and the ability to use a Venue Booking System and accounting software.
- Background in performing and visual arts.
- Knowledge of ticketing systems and Human Resources.
- Tertiary qualifications in management or other relevant disciplines.

ATTRIBUTE REQUIREMENTS

- Ability to manage a high performing team and be a positive team player, prepared to perform a range of tasks.
- Provide high levels of customer service and maintain a professional manner with everyone you interact with.
- High level of attention to detail and strong administration skills.
- Ability to work under pressure, to multi-task and work effectively with minimal supervision.
- Ability to operate autonomously, as well as within a team environment.
- Exceptional organisational skills, in relation to deadlines and time management.
- Ability to think creatively and effectively utilise problem solving skills
- Treat colleagues and customers in a manner which demonstrates integrity, honesty and fairness.
- Exhibit a good understanding of the business environment and the impact one's behaviour may have on the organisation.
- Take initiative and be motivated to generate and act on new ideas that add value; look at different ways to solve problems and address difficulties.
- Strong skills in organising, prioritising and managing your own workload to meet deadlines.
- Proven ability to build relationships and manage competing stakeholder requirements.
- Demonstrate and maintain high standard of personal presentation.
- Provide leadership, ensuring a safe and professional environment for all clients at ManPAC, to create and present great work that is relevant to local audiences.
- Display a positive attitude and be active member of the team.
- Trouble shoot and problem solve as issues arise.
- An interest in performing arts, music, visual art and other art forms.

KEY RELATIONSHIPS

REPORTS TO	<ul style="list-style-type: none"> • CEO
SUPERVISION OF	<ul style="list-style-type: none"> • Bar Services Coordinator & Casual Staff • House Services Officer & Casual Staff • Casual Front of House Managers • Box Office Supervisor & Casual Staff • FOMPAC Volunteers
KEY WORKING RELATIONSHIPS	<ul style="list-style-type: none"> • CEO • Finance Manager • Marketing Manager & Program Manager • Technical Manager & Technical Staff • Art Gallery & Community Engagement Coordinator • FOMPAC Committee and Volunteers
KEY EXTERNAL RELATIONSHIPS	<ul style="list-style-type: none"> • Venue Hirers and Touring Companies • Artists, Tour Managers and Audiences • Suppliers and Representatives • Sponsors & City of Mandurah