

Position Description – Venue Operations Manager

REPORTS TO:	Executive Director and Co-CEO
DIRECT REPORTS:	Production Coordinator; Front of House Coordinator; Venue Hire Coordinator; and Facilities, Resources and IT Manger
OVERSEES:	Contractors, Artists, External Producers, Volunteers and Interns as required
WORKTIMES:	1FTE (Full time) Tuesday – Friday 10am - 6pm. Saturday 10am – 4pm

Key Relationships

INTERNAL:	Executive Director & Co-CEO, Artistic Director & Co-CEO, FCAC Programming Team, Cultural Facilities Team
EXTERNAL:	Artistic Program Partners, Government and non-Government stakeholders, schools and education providers, arts, cultural and community sectors, local, national and international artists and organisations, external service providers, stakeholders and communities in Melbourne’s west and representatives from relevant organisations, both formal and informal, within the community.

Summary

This newly created role is responsible for managing the Cultural Facilities Team at FCAC, which encompasses production, facilities and IT management, front of house and venue hire, and ensuring the deliverables of the team align with broader FCAC business and program directions. The Venue Operations Manager forms part of FCAC’s Senior Management team, and is integral in supporting strong administration, planning, human resources, compliance and strategy of FCAC’s operations.

The Venue Operations Manager has the skills to foster and manage a team with a broad remit of responsibility to ensure the operation of FCAC’s venues result in a high-quality experience for artists, communities and visitors. They bring a high level of organisational, administrative, planning and hand-on experience with the requirements of running a busy cultural facility. This role has an opportunity to work with the FCAC Executive team on strategic infrastructure projects to enhance the reputation of the FCAC precinct as a place for artists to create ambitious work, and strengthen procedures and systems to underpin an exciting period of growth and evolution for FCAC.

On a day to day basis, the Venue Operations Manager will be responsible for managing direct staff, coordinating FCAC’s operations to ensure they are complementary and strategic, developing and managing budgets, developing operational plans, ensuring operational systems and processes are compliant, quality checking work across the team to ensure smooth operations of FCAC events and outcomes, problem solving, researching equipment and production needs, refining workflows between the team, and contributing to high-level strategy with the management team.

This role has been developed following a review of the existing operations of FCAC in response to the increased pressure and requirements to support a large program of over 1,500 activations annually. The role has also been developed to support the ongoing development of FCAC’s Precinct Plan. In 2019, FCAC undertook a Precinct Plan study to understand the impact of



development on the FCAC site, and understand infrastructure requirements to ensure FCAC's venue remain fit-for-purpose and meet enhanced artist and audience expectations. The Venue Operations Manager will have the opportunity to contribute to the development of the Precinct Plan, and work strategically to support the delivery of key recommendations from the plan.

The Venue Operations Manager will be comfortable working with a high degree of responsibility, flexibility, and adaptability in a dynamic, fast-paced, generative and exciting environment; and is capable of managing a passionate, dedicated, respected and highly engaged team of people who work with communities and artists on a daily basis. The Venue Operations Manager will be committed to developing strong collaborative partnerships with the broader FCAC team, and won't be afraid to get hands-on during peak periods.

FCAC acknowledges that we are on the traditional lands of the Boon Wurrung and Wurundjeri peoples of the Kulin Nation. We offer our respect to the Elders of these traditional lands, and through them, to all Aboriginal and Torres Strait Islander people.

FCAC strongly encourages applications by people from culturally and linguistically diverse backgrounds, First Nations people, people who identify as LGBTQIA+ and people with disabilities. We understand the different needs of our staff, and we are dedicated to developing safe and flexible working environments for our team. FCAC is a values-driven organisation and industry leader, advocating for access, leadership, cultural rights, sustainability and creativity. Please advise FCAC if you have access requirements for the application process.

Key Responsibilities

Team Management

- Execute performance reviews and regular check-ins with Direct Reports and escalate HR issues appropriately.
- Cultivate a culturally safe and positive team culture by organising regular team meetings, setting team meeting agendas and managing issues as they arise in a constructive manner.
- Represent the Cultural Facilities Team at Senior Management Team meetings, preparing appropriate reports and materials.
- Seek opportunities to support professional development of the team and organise training and development sessions as appropriate.
- Approve leave requests, and ensure the team is adequately resourced year-round, including creating plans to avoid FCAC events being short-staffed.
- Quality check timesheets of casual staff (to be checked and escalated by Production Manager and Front of House Coordinator).
- Ensure processes for engaging casual staff follows FCAC procedures, including ensuring correct documentation is collected and filed appropriately.
- Facilitate and support student internships and placements when appropriate.
- Oversee the implementation of new rostering system.

Operational Planning and Management

- Develop an annual operational plan for the Cultural Facilities Team, that identifies key venue maintenance, production delivery, staff planning days and other strategic projects to accompany an annual facilities budget for approval by the FCAC Executive Team.
- Canvas and understand key requirements from facilities, production, front of house and venue hire to make strategic decisions about infrastructure and equipment purchases and priorities to escalate to the Executive Team for decision.
- Review and refine Production and Operational Team workflows and frameworks to constantly find efficiencies and improve process within the team.
- Research and propose new funding opportunities for infrastructure and equipment, including government, private, corporate or philanthropic sources.
- Contribute to the maintenance of risk and asset registers, contracting systems, internal and external reporting requirements.

Facilities and Production Management

- In collaboration with the Facilities, Resources and IT Manager, develop a basic venue maintenance plan to provide greater visibility of key maintenance requirements to be included in the annual operational plan.
- Oversee adherence of existing and procedures, and identify and develop improvements to procedures and documentation of venue processes.
- Improve maintenance systems and administration around venue production equipment stock and inventory, such as lighting fixtures and sound equipment, including electrical testing and tagging processes.
- Identify areas for improvement in venue production equipment, stock and inventory, and raise priority maintenance issues to the Executive team.
- Provide oversight and support for the development of production plans in collaboration with the Production Manager.
- Be responsible for the opening and lockup of FCAC facilities including performance areas, ensuring effective securing of the FCAC precinct at close of business when required.

Safety, Compliance and Continuous Improvement

- Cultivate a culture of safety and accountability to minimize venue risks.
- Together with the Executive Director, ensure the incident reporting procedure is understood by the FCAC Team, raise and sign-off incident reports, lead incident investigations and identify ways FCAC can work towards being a 'zero incident' worksite.
- Ensure event risk assessments are completed for FCAC activities, and improve this internal process.
- Ensure FCAC meets all obligations with regards to relevant laws, contracts, insurance, policies and OHS frameworks e.g. risk management and liquor licencing.
- Maintain a knowledge and understanding of FCAC's insurances and escalate any issues appropriately.
- Ensure logs and records are kept for maintenance and safety – including servicing log books for the scissor lift, fire system and FCAC van.
- Alongside the Facilities and Resources Manager, monitor, maintain, update and implement Work Health and Safety procedures, including inducting visiting contractors and hirers, maintaining first aid kits and leading fire safety procedures within the building.
- In conjunction with Facilities and Resources Manager and Front of House Coordinator act in the role of fire warden to ensure the safe evacuation of all staff and members of the public in case of emergency.
- Act as first aid officer as required.

Financial Management

- Develop and manage an annual budget for the Cultural Facilities Team in collaboration with the Executive Director, ensuring it aligns to operational plans and strategic objectives.
- Manage and approve expenses in line with FCAC's Delegation of Authority procedure.
- Escalate any unexpected costs to the Executive Director.
- Alongside the Finance Manager, ensure FCAC's assets register is up to date.
- Contribute to the timely reporting of grant acquittals and other documentation to relevant stakeholder.

Contract and Relationship Management

- Review and manage existing FCAC contracts in collaboration with the Facilities, Resources and IT Manager to ensure they remain competitive.
- Liaise with the Finance Manager regarding changes to existing contracts and payments from FCAC suppliers.
- Maintain key relationships, including Maribyrnong City Council (as FCAC's landlord). Act as the first point of contact for any facilities queries for Council, in collaboration with the



Executive Director.

- Cultivate strong relationships with suppliers and pro-actively develop relationships with suppliers, partners and other stakeholders to support quality venue and production management at FCAC.

Administration

- Improve administration of the Cultural Facilities Team using key systems including Priava, Salesforce, Deputy, Teams and internal server.
- Bring greater visibility of Production and Facilities Team processes, providing greater accessibility of key information for other FCAC departments, and to improve succession planning and training processes.
- Maintain records and files relating to contracts, incidents and other key areas of compliance.

Strategy and Planning

- Together with the Executive team, actively contribute to high-level strategic planning for the development of FCAC's venues, production and front of house capacity.
- Remain engaged with the Executive Team regarding the progress of the FCAC Precinct Plan, and support the development of the project, including developing reports, collating information, undertaking research and ensuring the Cultural Facilities Team are kept well-informed, as supported by the Executive Director.
- Participate in the development of funding applications, new income streams, sponsorship documents and strategic development opportunities for the organisation

Industry Development

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- Identify, develop and maintain supplier and industry relationships applicable to the role.
- Act as an ambassador for FCAC in the industry and develop a community of artists and community members that contribute to the artistic vibrancy FCAC

Some work will be required outside of business hours

Key Selection Criteria:

Essential

- Alignment with FCAC's core values of Cultural Rights, Access, Leadership, Sustainability and Creativity and experience working with FCAC's Communities of Focus: First Nations, Culturally and Linguistically Diverse, LGBTQIA+ and Artists with Disability. Where experience may in one community may be lacking, an ability to articulate skills gap and approaches to building own knowledge capacity.
- Demonstrated experience in managing teams, cultivating a positive team culture and exceptional team administration skills.
- Experience working in a cultural facility in a production management, facilities management and/or front of house capacity, including overseeing budgets and developing operational plans.
- Understanding of venue safety, compliance and visitor experience and principles, and an ability to develop and improve operational procedures and processes.
- Strong IT skills including use of MC Office Suite, venue management systems (e.g Priava) and familiarity with other systems (eg Deputy, Salesforce, Adobe Suite).
- Demonstrated ability to work under pressure, problem solve, take initiative and negotiate where required.



- An interest in infrastructure projects, venue design and strategy.

Desirable (no need to respond to these in application):

- Experience in the safe installation, operation and maintenance of staging, lighting, audio and rigging equipment.
- Experience development networks and managing contracts.
- Experience working within the arts and community cultural environment.
- Disability Awareness and/or experience working with or in support of people with a perceived disability.
- Experience and/or knowledge of working in First Nations cultural contexts.
- Relevant qualifications including First Aid Certificate, Elevated Work Platform and Safety Officer training/ qualifications.

Terms and Conditions:

- This position is offered is a fixed-term full-time position.
- The position is 5 days per week – Tuesday - Saturday (1 FTE) at between \$60,000-\$70,000 per annum plus 9.5% superannuation.
- Appointed for a 24 month fixed-term, with renewal subject to funding and financial performance. A six (6) probation period applies, subject to an employment contract, which sets out all terms and conditions of employment including remuneration and superannuation.
- The position is based at FCAC, 45 Moreland Street, Footscray (centrally located 10 minutes from Melbourne's CBD). Flexible working arrangements are available.
- The successful candidate will undertake a police check and working with children check at their own expense.

How to apply:

Applicants are asked to provide 1 PDF that includes the following:

1. A 1-page cover letter expressing your interest in the position.
2. Brief responses to the **essential** criteria with specific examples of when you applied the skills or gained the relevant experience.
3. A CV with at least two referees

Complete applications should be addressed to **Robyn Gawenda, Executive Director & co-CEO** and emailed to applications@footscrayarts.com

Applications close 5pm Thursday 7 May 2021.

Interviews will be 11/12 May 2021 (subject to change)



Further Information:

Should you have additional questions regarding the role, please arrange a chat with:

Robyn Gawenda
Executive Director and Co-CEO

By emailing
robyn@footscrayarts.com



About FCAC

Footscray Community Arts Centre (FCAC) is a nationally and internationally recognised arts organisation grounded in Melbourne's West. Over 45 years, FCAC has cultivated a reputation for excellence in nurturing, creating and presenting contemporary arts in collaboration with our communities of focus: First Nations, culturally and linguistically diverse, LGBTIQ+, artists with a disability, and our audiences. FCAC has fostered generations of artists and cultural leaders; providing a culturally safe and creative place for the diverse communities of Melbourne's West and our audiences. FCAC carries rich cultural knowledge, ever strengthening ties with Indigenous voices, deep roots in activism and advocacy for those without a cultural voice in mainstream society, and methodologies developed over decades for best practice in community arts and cultural development based on principles of listening, collaboration and reciprocity. We are leaders in the arts sector and vital influencers in the disability sector. FCAC is a place of artistic vibrancy, big ideas and important conversations led by our communities of focus.

FCAC's Strategic Pillars

FCAC's creative programming, organisational growth and sustainability, and financial security and diversity are underpinned by three strategic pillars:

Our communities of focus

Everything we do is by and with our communities of focus:

- First Nations
- People with disability
- Culturally and linguistically diverse
- LGBTIQ+

Our engagement with these communities is geographically determined: starting in the West, expanding nationally and, as a central component of the 2020 – 2024 strategic plan, embracing Australia's geo-political reality by reaching into the Indo and Asia Pacific regions.

Sector development and advocacy

FCAC addresses systemic change through development and advocacy focused on arts/cultural sector, disability sector and government (local, state, national). This is done through establishing principles of best practice for community engaged work, capacity building programs for staff, industry and general public, and advocacy for the rights of minority communities.

Audience development

Artists are given the greatest possible platform and opportunity to influence mainstream cultural dialogues through FCAC's focus on audience development. Our audience development strategy is two pronged:

- a) maintain our core audience which consists of our communities of focus;
- b) increase our engagement with arts-engaged audiences, the changing demographic of the West, and state-wide and national tourism.

FCAC's Programs

FCAC programs and initiatives are long-term, high-impact and underpinned by our strategic pillars. The way we work is built on models of community and cultural development practice, collaborative leadership and, always, with First Nations first.

Indigenous Advisory Group and Elders in Residence

Consisting of Elders, community leaders, artists and cultural workers, the Indigenous Advisory Group (IAG) is central to:

- Indigenous cultural program: co-curation, development and community engagement
- Governance: constitutionally recognised, ongoing engagement with the Board, and IAG presence in board roles
- Ceremony: Welcome to Country and cultural ceremonies
- Cultural competency: providing training and skills development for FCAC staff and our partners (free and fee for service)

Elders-in-residence, Parbin'ata Carolyn Briggs and Uncle Larry Walsh work closely with FCAC to mentor artists and community to provide cultural guidance and advice.

Creative Program

With an emphasis on the commissioning and presenting of new works, FCAC's Creative Program consists of:

- Year-round Indigenous Cultural Program led and informed by Indigenous Advisory Group with dedicated Indigenous Cultural Producer.
- Suite of multi-artform programming developed by and with communities of focus. Utilising our theatres, galleries and outdoor performance spaces, and expanding significantly with the delivery of the FCAC Precinct Plan, programming is enabled through strategic partnerships with arts and community organisations and key funding bodies.
- Annual major project: 1 to 3 months over summer each year, built from community and cultural development processes with communities of focus and facilitated by leading artist, this annual project of scale will generate new visitation to the precinct and attract previously unrealised funding sources.

ArtLife

ArtLife engages people with disability to collaborate with professional facilitating artists in a year-long program that incorporates workshops, residencies and mentorship. ArtLife artists lead collaborative contemporary arts projects within FCAC and in the broader arts industry. ArtLife is a community-led space that places participating artists at the core of decision making for artistic processes and projects.

Industry Development (First Nations Industry Development, Emerging Cultural Leaders (ECL), West Writers and Behind the Screens)

Industry development at FCAC are immersive professional development programs for artists and arts workers to ground their practice using community arts development principals and methodologies.



RESIDENCE and Creative Hub

FCAC's companies and artists in residence reflect our communities of focus and reach untapped new audiences with high impact arts experiences. Over the 2020 – 2024 strategic plan period, FCAC's Creative Hub initiatives will generate creative development and incubation with a mix of emerging, established and on-exchange resident companies and artists (local and international), activating the precinct throughout the year with works that contribute to the vibrancy of FCAC artistic program.

FCAC continues to develop its profit for purpose model by delivering a high-quality venue hire, tenancy and event service with value-aligned businesses and organisations.

Creative Workshop Program

The Creative Workshop Program responds to and complements FCAC's Creative Program and consists of:

- FCAC produced flagship public workshop program aligned with FCAC's Creative Program.
- FCAC supported workshops – building the capacity of community to deliver workshops aligned with our values and local demand.
- FCAC curated workshops – delivering public programming partnerships with local artists, collectives and organisations.
- Schools Program – developing a workshop program to engage local schools with artistic experiences.

Generate

Generate incorporates FCAC's public-facing advocacy and sector development initiatives including:

- Arts West Alliance (FCAC is a member of Arts West, an advocacy consortium of arts organisation in Melbourne's West)
- Our highly sought-after Cultural Awareness Training program
- Arts sector capacity building initiatives
- Disability sector capacity building initiatives

Organisational Chart 2021



