

Position Description

Venue Operations Manager - Full Time, fixed term 2 year contract

Be a part of a place that values you and your capacity to lead.

The Venue Operations Manager is responsible for the leadership and management of the Venue Operations team. This role works with a high level of autonomy to deliver the key outcomes of operational delivery of all FCA activities, management and growth of venue hire business, and excellent facilities and venue management.

Title	Venue Operations Manager
Reports To	General Manager
Direct Reports	Facilities and IT Manager, Production Manager, Venue Services Coordinator (fixed-term contract), Front of House Coordinator, Receptionist.
Key Relationships	FCA Senior Leadership team, tenants, venue hire clients, local government, community and local businesses, FCA core staff and internal stakeholders, visitors, audiences, and the general public.
Employment Basis	Full time – 5 days per week (37.5 hours per week) 0.8 FTE at the request of the candidate.
Employment Conditions	Appointed for a fixed-term of two years from date of employment. A six (6) month probation period applies, subject to an employment contract, which sets out all terms and conditions of employment including remuneration and superannuation. Employment is subject to a National Police Check and Working with Children's Check.
Salary	\$75,000 per annum pro rata + superannuation at the Superannuation Guarantee rate (currently 11%).
Employment Benefits	<ul style="list-style-type: none"> • Access to culturally responsive Employee Assistance Program • Opportunities for professional development • Positive, socially engaged work culture • Flexible work arrangements including some remote work, spread of hours and workplace adjustments.
Location	The position is based at Footscray Community Arts, 45 Moreland Street, Footscray (centrally located 10 minutes from Melbourne's CBD).
How to apply and closing date	Send applications by email to applications@footscrayarts.com by 11 February 2024 . Applications must include your CV and cover letter that responds to the selection criteria included on page 5, combined into one PDF (maximum 2 pages of text) OR provide a link to a video application (not more than 3 minutes in length). We cannot accept late applications.
Access	If you have access requirements to support your application, please let us know. We will make reasonable adjustments to accommodate the needs of employees with disability.
Who to talk to	Name: Allie Stapleton, General Manager. Email/ phone: allie@footscrayarts.com / 03 9362 8876
Employment Values	The principles that guide our work are curation, custodianship, connectedness, and care. We actively champion cultural agency, inclusion, and access as we work towards establishing next practice ways of working. We strongly encourage applications by people from POC/culturally and linguistically diverse backgrounds, First Nations people, people with disabilities and people from LGBTQIA+ communities. We are dedicated to developing safe and flexible working environments for our team and are committed to a cultural of continuous improvement, learning and unlearning.
Acknowledgment of Country	We acknowledge that we are on the traditional lands of the 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.

Positions Description: Venue Operations Manager

Summary

The Venue Operations Manager is responsible for managing the Venue Operations team at FCA, which encompasses production, facilities and IT management, front of house and reception, and venue hire. The role ensures excellent operational outcomes in the delivery of FCA's programming and activities, ensuring a high-quality experience for artists, visitors, and the general public. The Venue Operations Manager has the skills to manage and develop a team with a broad remit of responsibility, including five direct reports, two of which have their own portfolios (Facilities & IT Manager and Production Manager). The role also manages FCA's venue hire business unit, ensuring revenue goals are achieved and delivering excellent outcomes for clients while ensuring FCA's values, assets, and reputation are protected.

The Venue Operations Manager will:

- Lead the Venue Operations team with confidence, ensuring successful outcomes and a high standard of program delivery.
- Know when to escalate issues appropriately and seek advice from senior leadership on complex or high-risk scenarios.
- Be comfortable working with a high degree of responsibility, flexibility, and creativity, and constantly improve systems, processes, and templates to streamline event planning and delivery.
- Show excellent management skills, with a keen understanding of how to professionally develop and support direct reports, and how to build positive, productive, safe and collaborative working culture.
- Be able to develop collaborative and positive working relationships with internal stakeholders, including the Artistic Programming team and the Marketing & Communications team, to deliver excellent outcomes for internal and external stakeholders.

Working Culture and Attributes for Success

We are looking for someone who:

- **Is passionate about creativity and social justice:** art can create transformative change for communities and artists historically marginalized from mainstream culture. You'll lead your team and collaborate with the broader organization to utilize creativity for social good.
- **Is an intuitive and proactive communicator:** the success of this role is underpinned by proactive written and verbal communication. You will lead with transparency, ensuring direct but generous and collaborative communication.
- **Has a sophisticated level of professional judgement:** a talented manager, who is able to comprehend complex issues, and navigate them with professionalism and a keen understanding of how to create a safe and supportive working environment.
- **Is an efficient, organised, systems-based worker:** we are a busy place! To manage the systems that support the Venue Operations Team, you will be naturally organised and always be seeking ways to improve systems and processes.
- **Is a strategic thinker:** you will have the ability to look at the big picture as well as the details, ensuring deliverables are achieved, and your team is resourced and supported to meet current and future strategic goals.

Duties and Deliverables

Area	Description
Operational Planning & Delivery	<ul style="list-style-type: none"> Support implementation of Footscray Community Arts' Strategic Plan and Disability and Inclusion Action Plan as appropriate to scope of role and areas of responsibility. Proactively identify operational risks and escalate for collaborative solution finding.
Strategic Oversight and Implementation	<ul style="list-style-type: none"> Manage and oversee the Venue Operations team, including recruitment, professional development, performance management, and resource allocation. Ensure all FCA activities are adequately resourced, including oversight of staffing, tracking expenditure against budget, and proactively identifying and solving potential issues. Develop an annual operations plan for the VO team, ensuring alignment with the FCA Strategic Plan and team goals and deliverables as set by the General Manager. Regularly report to the General Manager and Executive on key metrics to ensure strategic KPIs are met. Oversee process design and improvement, workflow drafting and implementation. Assist the General Manager to develop and implement a venue hire business plan to safeguard and grow revenue.
People and Culture Management	<ul style="list-style-type: none"> Lead a positive, culturally safe and generative team culture. Develop team strategy and planning documents, frameworks and workflows to align with overall organisational goals. Lead team with a high level of transparency and integrity, including creating a culture of 360 feedback. Facilitate cross-department collaboration and ensure excellent communication, managing feedback and conflict with a high degree of sensitivity and professionalism to excellent outcomes. Conduct regular check-ins with direct reports to support deliverables and professional development goals. Deliver training, conduct follow-up and manage documentation as appropriate. Conduct annual performance reviews with staff, troubleshoot and strategise improvements in working methodologies applying best practice. Stay up to date with trends in management and culturally safe ways of working.
Venue Hire	<ul style="list-style-type: none"> Manage end-to-end venue hire activities in accordance with the FCA Strategic Plan and the FCA Venue Hire Business Plan. Respond to venue hire queries and provide lead management and customer service, including developing quotes, upselling, and providing site tours. Manage the financial operations of venue hire, including invoicing, drawing up service agreements, and tracking and reporting on revenue.

	<ul style="list-style-type: none"> • Ensure venue hire events meet compliance, including legal, licensing, insurance, and internal policies including Occupational Health & Safety compliance. • Develop risk assessments using existing templates and ensure compliant documentation of events. • With the Front of House Coordinator, scope and implement any front of house and/or ticketing requirements, including audience and access needs. • Manage venue hire bookings including resource allocation, equipment requirements, and staffing, delegating as required. • Manage reporting and communications around events, including internal coordination for event delivery. • Quality check event briefs to ensure correct and relevant information is provided to front of house staff. • Monitor venue hire performance against targets and proactively identify and resolve issues.
<p>Venue and Asset Management</p>	<ul style="list-style-type: none"> • Be responsible for appropriate management and control of FCA's liquor licence and alcohol management plan. • Manage scheduling of spaces and associated resources in our venue management tool (Momentus/Priava), ensuring excellent internal communication and data entry. • Service internal staff space requirements, including room bookings and catering, delegating as required. • Oversee the Facilities and IT Manager, working collaboratively to develop, deliver, and report on asset management, maintenance and purchasing, and stakeholder management (council, tenants, etc). • Provide ad hoc support to tenants as requested by the General Manager.
<p>Artistic Program Delivery</p>	<ul style="list-style-type: none"> • Collaborate with the Artistic Director/Artistic Program Manager to ensure a strategic balance between the internal and the commercial use of the venue and facilities. • Oversee the Production Manager to ensure excellent operational delivery of the artistic program, working collaboratively to ensure artistic activities are resourced, supported, and reported on according to the Strategic Plan. • Where required, provide information to support artistic program delivery including scoping, costing, resource requirements, etc.
<p>Compliance and Continuous Improvement</p>	<ul style="list-style-type: none"> • Lead continuous improvement of procedures and workflows. • Ensure understanding of and adherence to FCA's policies and procedures, including compliance with these policies. • Contribute to a culturally safe workplace through active participation and engagement in staff culture. • Contribute to internal incident reporting procedures and a safe environment for staff and participants. • Escalate issues appropriately and seek support as required. • Take personal responsibility for adherence to OH&S, safety and work policies and procedures.

Selection Criteria

Essential

- Strong alignment with our core values of cultural agency, access, and inclusion with a view to creating a 'next practice' environment.
- Excellent team leadership skills, with a collaborative style and an understanding of how to support and develop direct reports while delegating with confidence and allowing autonomy.
- Demonstrated sales and event delivery experience, preferably in a venue hire or multi-use venue context.
- Demonstrated administration skills and systems management skills, including use of event management software and Office 365/ MS Teams.
- Good interpersonal and relationship skills that includes working collaboratively in a team environment, stakeholder management, and customer service skills.
- Proactive, efficient and organised working style, with demonstrated ability to work under pressure, problem solve, take initiative and negotiate where required.

Desirable

- Experience working within the arts and/or community engagement sector.
- Experience with Momentus/Priava venue management system.
- Experience with using Xero for financial administration, including invoice generation.
- Previous experience in managing liquor licence requirements in an arts venue will be highly regarded.

About Us

Footscray Community Arts values all communities as makers of culture.

For 50 years, Footscray Community Arts has been recognised for exemplary practice in community arts and cultural development. Our year-round programs have fostered generations of contemporary arts practitioners. We are the largest arts employer in Melbourne's western suburbs – situated 6km west from Melbourne's CBD in a region comprising six local government areas with a population representing 130 distinct ethnicities speaking over 150 languages.

As an arts precinct, and through development programs and presentations, we actively work to create a place that is vibrant, culturally safe and artistically ambitious. This is led by communities whose cultural agency has not historically been seen, centred or prioritised by the creative industries.

We centre and prioritise artists and artworkers who are First Nations, people of colour, people from diaspora communities, and people who have lived experience of Disability, d/Deaf people and people from the LGBTIQ+ community.

We do this work with and for communities, to support and sustain artistic relevance and to influence a shift in who art is for and why it is important, generating social and cultural impact locally and globally.

Our Programs

Our programs and initiatives are long-term, high-impact and underpinned by our principles of curation, custodianship, connectedness and care. The way we work is built on models of community and cultural development practice, collaborative leadership and, always, with First Nations first.

Read our Annual Report for more information about our programs.

Delivery Area	Description
Major Projects and Commissions	<ul style="list-style-type: none"> • These ambitious projects of scale profile artists from the communities we work with, generating visitation and audience growth. • Artist-led and supported by our sophisticated infrastructure and valuable partnerships, these are pivotal moments to profile ideas, conversations, and ground-breaking artistic practice.
Artist and Industry Development	<ul style="list-style-type: none"> • Our immersive artist and industry development programs respond to the needs of artists and communities. We provide studio space and support for creative development, facilitate conversations, and build capacity through workshops and mentorship. These impactful programs work with artists over long periods of time, generating industry pathways and connections. • Through these programs we generate sector change by enhancing the visibility of our focus communities and promote equity and cultural safety in the Australian arts industry.
Public Program	<ul style="list-style-type: none"> • Built on a belief that the arts should be for everyone, these programs invite audiences to engage with accessible, fun, challenging and exciting creative experiences. This year-round suite of presentation-based programs engage audiences of all ages and demographics functioning as an easy access point for new audiences while providing income to artists from our focus communities.
Schools Program	<ul style="list-style-type: none"> • The future is bright. Our schools program aims to connect students and teachers with artists, to build the next generation of leaders, thinkers, creatives and arts audience members.
Arts Operations	<ul style="list-style-type: none"> • Underpinning our program's success is our versatile arts precinct, sophisticated production capability, marketing skill and operational procedures.

