

POSITION DESCRIPTION

Position Master:	5.0
Position Title:	Venue Operations Manager
Location:	The National Theatre Melbourne 20 Carlisle Street, St Kilda VIC 3182
Position Award/Level:	Educational Services (Post-Secondary Education) Award 2010 Level 7.2 General Staff
Employment Type:	Full Time (38 hours per week)
Salary Level:	\$70,000 - \$75,000
Department:	Theatre / Venue Operations
Reports To:	CEO
Key Reports:	5.1 Front of House & Box Office Coordinator 5.2 Contract Cleaning Staff NT001 Duty Front of House Manager NT010 FOH Service Attendant (Usher) NT011 FOH Bar Attendant NT012 Box Office Attendant

PRIMARY PURPOSE

The **Venue Operations Manager** oversees the operations and hiring of The National Theatre Melbourne's auditorium and hire spaces. The role is central to delivering high quality, professional coordination of all venue hires activities; the theatre's operations - including managing Ticketing, Front of House, Food & Beverage services – and managing the venue's cleaning, hygiene and waste management contracts.

This pivotal role is responsible for the contractual and financial administration of the theatre's venue hire activities, providing leadership and expert advice on the scheduling of events and performances. This senior role contributes to maximising the number of hires presentations through ongoing contact with the National Theatre's hire presenters and the broader arts community, including commercial and community hirers.

ORGANISATIONAL REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- contribute to and support the achievement of The National Theatre Melbourne's goals and objectives
- support and contribute to customer service and a positive team-focused work environment
- align with authorised National Theatre Melbourne policies, guidelines, and procedures
- maintain an awareness and ensure compliance of emergency evacuation procedures
- satisfy The National Theatre Melbourne's liquor licensing requirements
- meet The National Theatre Melbourne's Code of Conduct and values
- protect one's safety and the safety of other workers through safe work practices

ACCOUNTABILITY & EXTENT OF AUTHORITY

This position reports to the CEO and is responsible for the effective and efficient operation of the 783-seat theatre and related hire spaces at the National Theatre Melbourne.

This position provides direct supervision to the Front of House & Box Office Coordinator; and leads the Front of House team. This role manages the Cleaning, Waste & Hygiene contracts. This role understands and observes the National Theatre Workplace Health & Safety, Ticketing, Liquor License codes of practice related procedures.

KEY ACCOUNTABILITIES

Service Delivery Specifications

1. Work with the CEO to proactively engage with external stakeholders to support the successful development of events and ongoing use of the theatre.
2. Coordinate and manage the day-to-day operations and administration of the theatre, including budget-planning and reporting, venue hire, and customer service.
3. Manage the administrative requirements of the venue's hire services and operations, including event costing estimates, contracts, front of house, ticketing requirements, and event reconciliations.
4. Work with the venue's Production Manager and Front of House & Box Office coordinator, to ensure the smooth delivery and coordination of all key services to support events and activities.
5. Provide high level customer service and specialist advice to all potential and existing venue hirers, including event planning assistance to community hire user groups.
6. In conjunction with the Front of House & Box Office Coordinator manage ticketing operations, including accounting and reporting procedures, box office staff, the ticketing system, providing high quality customer services to clients & patrons.
7. Develop and maintain a venue hire database and ensure accurate records are kept in relations to all venue hirers.
8. In conjunction with the Front of House & Box Office Coordinator, coordinate Front of House and hospitality services, including training and rostering staff, maintaining casual staff records and rosters, overseeing job roles, and coordinating food & beverage stock controls to ensure the effective delivery of event services.
9. Manage and administer The National Theatre's Cleaning, Waste and Hygiene contracts and services, including the cleaning contract rosters, cleaning stock control and financial requirements to support the safe and effective operations of the venue.

KEY SELECTION CRITERIA

Essential Criteria

1. Extensive relevant experience in venue management and operations in a performing arts venue; with a sound understanding of the performing arts and entertainment industry.
2. Substantial experience in events management, including the coordination and administration of the end-to-end venue hire process.
3. Demonstrated knowledge of event ticketing, front of house and technical production services, including food & beverage operations, with sound understanding of the industry codes of practice for a performing arts venue.
4. Excellent time management and organisational skills, with demonstrated experience to coordinate tasks within timelines, paying close attention to detail while maintaining customer service as a priority.
5. Highly developed interpersonal, communication and relationship management skills, including the ability to interact, provide authoritative advice, negotiate with people from diverse backgrounds, and manage relationships with key stakeholders at all levels.
6. Demonstrated ability to lead and motivate staff and manage contractors, creating an effective customer focused team environment to support the successful delivery of events.
7. Sound budget and financial skills, with extensive experience using IT programs, Microsoft Word, Excel (Intermediate level), Xero, with an ability to learn new software packages.
8. Good working knowledge of OH&S requirements and risk management for public facilities and events

Mandatory Criteria

- Current Working with Children Check (or ability to obtain)
- Current Responsible Service of Alcohol (RSA) Certificate
- Ability to work flexible hours, including evenings and weekends from time to time

Desirable Criteria

- Current Level 2 First Aid Certificate
- Current Victorian "C" class Driver's Licence
- Experience in and understanding cash handling and procedures