

POSITION DESCRIPTION

JOB TITLE	Venue Operations Manager
REPORTS TO	COO
FTE	Full Time

ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra (ACO) is renowned world-wide for its inspired and courageous programming and unrivalled performances. The ACO collaborates with an extraordinary range of artists including the world's leading performers, cinematographers, writers, and visual artists.

In April 2022, the ACO opened its new, purpose-built home in Sydney's Walsh Bay Arts Precinct - ACO On The Pier - which includes 3 venues: 277-seat Performance Space, Event Space and Studio, as well as a Media Suite and other preparation and administration spaces. ACO On The Pier is an exciting home for performance, presentation, creative development and community engagement as well as private and corporate events and conferencing.

ABOUT THE POSITION

The Venue Operations Manager is a key member of the ACO On The Pier team and is responsible for the facilities management of the ACO premises within the Pier 2/3 building. They ensure the safe and smooth running of internal and external operations across ACO's venues including maintenance, venue management systems, safety, logistics, and Precinct stakeholder coordination. The Venue Operations manager owns the outcomes of venue operations and facilities management and supports the outcomes of event management and delivery. Where maintenance tasks are the responsibility of the Create NSW Walsh Bay Arts Precinct (WBAP), they liaise with and coordinate maintenance with the Create NSW Facilities Manager. In addition the role undertakes and manages strategic and systems improvements projects and operations tasks as delegated by the COO and Head of Production & Technical.

DUTIES AND RESPONSIBILITIES

1. Venue Operations and Precinct Coordination

- a) In conjunction with the Head of Venue Sales and Head of Production & Technical, act as a lead point of contact with Pier 2/3 co-tenants and Create NSW WBAP team to ensure the ACO operates smoothly in the Precinct.
- b) Attend and document ACO actions at relevant WBAP meetings, including relevant Create NSW Pier 2/3 Operational Planning Meetings and Pier 2/3 Arts Tenant Operational Planning Meetings.
- c) Together with the Chief Operating Officer, Head of Production & Technical and Front of House Services Manager, ensure that the ACO's WHS policies and procedures pertaining to Pier 2/3 are updated and reviewed regularly.
- d) Develop and maintain a risk management reporting framework for events and building systems at ACO On The Pier.
- e) Coordinate and manage relevant delivery and vehicle logistics

2. Facilities, Maintenance and Asset Management

- a) Develop and implement an Asset Management Plan including the generation and maintenance of a register of building systems and technical equipment;
- b) Work with the Head of Production & Technical to maintain the technical infrastructure in line with the Asset Management Plan to ensure the artistic and commercial viability of the venues and their regulatory compliance;
- c) Manage and administer contracts – including maintenance and contractor services agreements and payments;
- d) Manage and coordinate maintenance contractors and service providers to facilitate seamless service delivery;
- e) Manage maintenance procurement of venue consumables;
- f) Work with the Head of Production & Technical and Front of House Services Manager to establish and implement a Maintenance Plan for ACO On The Pier;
- g) Manage building maintenance requests in a timely manner;
- h) Direct contracted cleaners in venue cleaning tasks and manage the upkeep of ACO owned cleaning equipment;
- i) Coordinate with Create NSW Facilities Manager for scheduled maintenance tasks and ensure reactive maintenance issues are reported and addressed;

3. Event Delivery, Safety and Logistics

- a) Review, revise and communicate event plans and risk assessments submitted by external hirers and ACO internal producers to ensure they align with Pier 2/3 safety requirements, and comply with emergency management plans and the BCA.
- b) Undertake client venue inspections as required.
- c) Assist the Head of Production and Technical in the development of up-to-date venue technical specifications.
- d) In conjunction with the ACO Head of Production and Technical, liaise with audio, vision, lighting, and staging service and other equipment providers engaged by ACO internal producers or external hirers for selected events.
- e) Liaise with ACO internal producers and external hirers on staffing requirements, power, lighting, equipment, bump in/out schedules and vehicle access management for selected events.
- f) From time to time, support the ACO On The Pier team with delivery of events by assisting with freight movements, bump in/out, logistics and supervision of crew.
- g) Be proficient at venue tasks such as seating bank movements, rigging change overs to supervise and train casual staff in the delivery of these tasks.

4. Management of Systems, Reporting and Processes

- a) Develop and facilitate the implementation of business systems improvements and integrations for ACO Pier 2/3 event planning, delivery, and reporting. This includes, but is not limited to, Artifax venue management software, staff rostering software, SAP and other business systems as required.
- b) Work closely with the ACO On The Pier team to ensure systems and processes optimise the venue sales capability of all ACO spaces and deliver consistently high quality events and activities;
- c) Collaborate with Finance and the ACO On The Pier Team to implement cost management, forecasting and reporting procedures for all related staff and technical systems to assist with financial management and budgeting; and
- d) Ensure systems and process documentation for the use of and care for facilities and equipment are continually refined and implemented.

5. Other Duties

- a) Undertake other duties as reasonably required by the ACO.

KEY RELATIONSHIPS

This position is required to develop positive relationships within their immediate team (ACO On The Pier) and across the whole organisation. Key internal stakeholders include the Executive Team, Philanthropy & Partnerships, Market Development, Artistic Operations, Finance, Learning & Engagement and the Orchestra.

The position works closely with external stakeholders including partners, patrons, hirers, contractors, suppliers, maintenance contractors and other WBAP tenants, as well as the WBAP Precinct Team.

Direct Reports

There are no direct reports to the Venue Operations Manager, however as a leadership position within the venue team, the role is required to direct contractors in maintenance tasks, direct cleaners in cleaning tasks, and act as a supervisor for ACO casual crew from time to time.

TERMS

This position is a full-time position based in the ACO's home in Walsh Bay, Sydney. Please note that working hours for this position may be irregular due to the nature of the role at Pier 2/3 with evening and weekend work required from time to time. The ACO supports opportunities for employees to achieve a balance in their work and home lives.

Due to the nature of this position, the successful applicant will also need to successfully complete Working with Children Checks and hold a Responsible Service of Alcohol Competency Card.

POSITION REQUIREMENTS

The successful applicant will meet the following position requirements:

1. Required Skills, Experience & Qualifications:

- Demonstrated experience in venue management practices, including Workplace Health and Safety, logistics, facilities and asset management systems and processes;
- Functional knowledge and experience of event technology practice across the disciplines of lighting, sound, audio visual and rigging;
- Experience managing budgets and financial processes;
- Experience managing and administering contracts including contractor services agreements;
- Excellent attention to detail;
- Advanced computer skills, including proficiency in standard event management systems;
- Strong written and verbal communication, interpersonal and relationship management skills, with demonstrated experience building effective relationships across a wide range of stakeholders;
- Excellent project and time management skills, with the ability to:
 - manage competing projects and priorities;
 - meet strict deadlines;
 - plan ahead; and
 - maintain oversight of interconnected events and activities;

- Strong influencing, advocacy, negotiation and conflict resolution skills;
- Strong analytical and problem-solving skills, with the capacity for swift and effective decision making under pressure;
- Knowledge and awareness of the Arts environment, including current trends, issues and the economic climate.

2. Advantageous Qualifications & Experience:

- Tertiary qualifications and/or substantial experience in one or more of the following:
 - facility management;
 - project management;
 - construction management;
 - asset management;
 - event, stage or production management; or
 - a related field
- Experience in working with performing arts venue management database systems (e.g. Artifax);
- Experience delivering a range of events including classical recitals, youth education, commercial functions, corporate meetings, contemporary entertainment, and community, with an understanding of their planning and operational requirements;
- Ability to use CAD drawing programs (e.g. Vectorworks).

3. Attitudes:

- Commitment to high level, solution focused customer service;
- Ability to work with enthusiasm and flexibility in a fast pace, agile, small team environment;
- A kind team player who does not compromise on personal responsibility;
- Initiative, self-motivation and self-discipline; and
- An interest in music.

DIVERSITY & INCLUSION

The ACO is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.