

POSITION DESCRIPTION

Position title:	Head of Operations
Reporting to:	CEO
Direct reports:	Building Services Manager, Concert and Event Managers, Concert and Event Assistant, Technical Services Manager, Ticketing Services Manager, Front of House Manager
Term:	Full time, 3 year contract

PRIMARY PURPOSE OF THE ROLE

The Head of Operation's role is to lead the operational management of various functions and activities necessary to deliver efficient and effective operations of City Recital Hall.

Through strong leadership and oversight, the Head of Operations will direct all areas relating to concert and event planning and delivery including venue hire, event management, technical services, front of house, ticketing, as well as building and facilities management to ensure business and finance functions meet company objectives and reporting requirements.

This role will develop, implement and manage the Company's business systems, policies and procedures, related human resource management and regular reporting to drive continual improvement and operational excellence.

The role provides high level support to the CEO, and assumes leadership of the company when the CEO is absent.

KEY ACCOUNTABILITIES

Leadership and Management

- Maintain an overview of the operations of the company and drive improvements and efficiencies to achieve overall strategic objectives
- Work with the CEO in business planning to achieve company goals, including maximising returns on the commercial activities of the company
- Directly supervise and lead department heads to ensure efficient and effective delivery of all aspects of venue operations
- Investigate, implement and manage systems, processes and opportunities through which the company can successfully develop and grow its core operations
- Support the CEO to ensure all aspects of the company's operations are compliant with relevant legislation and regulations
- Attend and report at meetings of the Board and Board Sub-Committee as required
- Assume leadership of the company when the CEO is absent

CITY RECITAL HALL

Business Operations

- Ensure policies, procedures and documentation relating to the company's operations are reviewed and appropriately maintained to meet legislative, industrial, human resource and business requirements
- Advise on contractual aspects of a range of agreements including venue hire, consultants and contractors
- In consultation with the CEO, develop the annual budgets and income targets for the venue hire, ticketing and front of house, and oversee effective cost control and reporting
- Prepare management reports against operational plan, including analysis and forecasts
- Actively demonstrate ongoing commitment to City Recital Hall policies and procedures

Human Resources

- Manage recruitment processes for operational roles, including drafting of position descriptions and employment contracts
- Support the CEO in HR matters, including performance review and management
- Actively lead and contribute to maintaining a strong morale and a healthy workplace culture
- Ensure comprehensive induction and regular training for permanent, fixed term, seasonal and casual staff

KEY CHALLENGES

- Balance strategic priorities with available resources, methodically working through and influencing across the company to cooperatively achieve common organisational goals
- Ensure effective and efficient operations, and excellent communication and teamwork across multiple departments
- In accordance with the approved work plan ensure all targets and timelines are met
- Maintain oversight of the company's performance against budget across all activities and/or early identification of any issues that would require a budget review
- Maintain and apply current knowledge of developments and changes in statutory regulation and organisational governance obligations, within the sector, and across human and asset management

KEY RELATIONSHIPS

Who	Why
Internal	
CEO	Lead business planning and budgeting to achieve company goals Provide management reporting Management of Human Resources, and assist in recruitment and selection, resource allocation and dispute resolution Scope, implement and continually review and refine business systems to ensure ongoing effectiveness and efficiency
Board Audit and Risk Sub-Committee	Report against operational plan
Building Services Manager	Supervise work plans and support to scope and implement immediate, ongoing and longer-term asset management and maintenance requirements
Concert and Event Managers Concert and Event Assistant	Lead all aspects of venue operations

CITY RECITAL HALL

Technical Services Manager Ticketing Services Manager Front of House Manager	Support and advise on contracting and financial arrangements, and timely settlements with hirers and suppliers
WHS Committee	Management representative
External	
Hirers, suppliers and clients	Support line managers on contractual negotiations in order to meet statutory, legal and budget targets
Regulatory bodies	Provide data to, liaise with, request information from external organisations as required, to ensure that the organisation meets its legislative and governance requirements and obligations

DELEGATED AUTHORITY

- Acts autonomously within a broad framework.
- Develops and implements policies and processes for improved operational efficiency and utilisation of resources
- Within clear boundaries, engages and allocates organisation wide resources to achieve required outcomes as approved by the CEO
- Acts within defined levels of delegated authority to administer financial, contract and business operations, and make related decisions within management guidelines
- Assume leadership of the company when the CEO is absent

RECRUITMENT: POSITION PROFILE

The organisation

City Recital Hall was established in 1999 as a purpose-built venue for the presentation of fine music.

City Recital Hall Limited, a not-for-profit company, manages the venue as well as producing and presenting an entrepreneurial program of performances annually. The venue also supports a regular client base of presenters including the Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva Australia, Pinchgut Opera and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts, conferences/presentations, ceremonies and functions by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

As a not-for-profit company, City Recital Hall Limited has a range of revenue sources including earned income from ticket sales, venue hire, food and beverage sales, ticketing services, memberships, government funding and sponsorship and donations.

The role

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The role requires an experienced manager with sound operational and HR management, commercial acumen, communications and organisational skills. Experience in developing, implementing and reviewing a range of business systems, policies and processes, and compliance to legislative requirements, and sound financial skills are also essential.

Working as part of a small team, this role will require a proactive yet methodical approach in balancing strategic thinking, problem solving with hands-on administration.

SELECTION CRITERIA

Essential

1. Minimum five years management experience in venue management and/or business operations in the arts or not-for-profit sector
2. Tertiary qualifications and/or extensive experience in business or operations management
3. Demonstrated leadership ability to develop, implement and manage operational systems and resources
4. Demonstrated ability to combine strategic planning and thinking as well as operational implementation
5. Highly effective organisational and decision-making skills that demonstrate a methodical approach to problem-solving through clarity, competence, and a collaborative approach
6. Excellent written communication and interpersonal skills
7. Demonstrated experience in leading and managing staff
8. Experience in negotiating commercial contracts
9. Sound knowledge of HR requirements across induction, processes, record-keeping, legislation and principles
10. Thorough understanding of and experience in corporate governance, risk management, compliance and WHS
11. High level of computer proficiency and IT literacy with Microsoft Office and other programs regularly used in a business environment

Desirable

1. Previous experience in, or working knowledge of facilities and technical management
2. Sound knowledge of current best practice and trends within the facilities, technical, and asset management environments

A current Responsible Service of Alcohol (RSA) Competency Card, as well as a current NSW Working with Children Check Clearance are required prior to commencement of employment.