

Queensland Theatre Company

POSITION DESCRIPTION

OPERATIONS MANAGER

Goals

- High quality venue management
- Efficient Company systems
- Maximisation of Company's facilities

Objectives

1. To manage and develop systems in order to ensure efficient operation of properties under the control of Queensland Theatre Company
2. Oversee the operations of the venue in both performance and non-performance mode
3. To manage and develop systems to maintain appropriate and efficient Company wide systems including Asset Management, and information flow around the Company
4. To provide management, leadership and direction for departmental staff
5. To coordinate the IT functions of the Company

Duties

Objective 1

To manage and develop systems in order to ensure efficient operation of properties under the control of Queensland Theatre Company

- Manage the Lease arrangements for both 78 Montague Road and 2 Cordelia St, liaising with the owners
- Manage the security, building and horticultural maintenance programs for both buildings
- Act as the Liquor License nominee, manage all regulations and liquor requirements and report on liquor licensing issues to the General Manager.
- Liaise with Qbuild on all matters relating to cleaning, ensuring the cleaning is undertaken to Queensland Theatre Company schedules and to a high standard
- Maintain Operations and Evacuation Manuals for both buildings and coordinate evacuations and fire drills.
- Chair the Workplace Health and Safety Committee, hold the position of Workplace Health and Safety Officer and safe-guard the health and safety of employees of Queensland Theatre Company reporting issues to the General Manager
- Chair the Emergency Committee
- Act as project liaison point for site contractors and scheduled works
- Act as liaison point for company staff to ensure staff are informed of relevant activities on the building and likely impact.
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Objective 2

Oversee the operations of the venue in both performance and non-performance mode

- Manage and coordinate the public venue requirements for the Bille Brown Studio, including cleaning, OHS safety, presentation and compliancy regulations
- Recruit, roster, train and supervise all FOH, box office and bar staff for Bille Brown Studio, ensuring high levels of customer service employment
- Implement best practice customer service strategies for the Company venues
- Manage all Bar operations, including staffing, ordering and delivery, pricing, stock take and profitability

Objective 4

To manage and develop systems to maintain appropriate and efficient Company wide systems including Asset Management, and information flow around the Company

- Manage the Company Database
- Schedule and manage all room and Studio usage, liaising closely with the Production Manager
- Contribute to the Company's Risk Management Plan and monitor and implement strategies as required
- Ensure compliance with relevant statutory acts and government policies including Information Standards and Privacy regulations, relevant industrial awards
- Manage the induction program for all employees ensuring all Company Policies and Procedures are current, comply and all employees are informed.
- Manage the capital expense budget, make recommendations on the purchase of capital equipment, and contribute to the Company's Asset Management Plan.

objective 5

To provide management, leadership and direction for departmental staff

- Undertake annual performance reviews of Operations Staff and goals and strategies for their areas of responsibility
- Maintain a coordinated and efficient approach to the department's activities, and to engender a spirit of team work and effective communication within the department
- Assess training and professional development needs of staff in the department

OBJECTIVE 6

To coordinate the IT functions of the Company

- Manage the Company's IT program including liaison with suppliers, management of service contracts, and development and execution of new projects to meet the business objectives of the Company
- Develop IT strategies to meet the business objectives of the Company
- Work with other departments in the development and execution of new IT projects
- Develop and manage the IT budgets and maintain an inventory of all hardware and software

Selection Criteria

The successful applicant will demonstrate all or most of the following:

- An ability to immediately fulfill the role as outlined within the Position Description
- Experience in budget control
- Knowledge of IT systems and capabilities in a networked environment
- Experience in venue management and related customer service systems
- An ability to understand statutory and government regulations including Occupational Health & Safety, Capital Asset Management and Liquor Licence
- Excellent verbal and written communications skills, with well developed interpersonal skills
- Experience in leadership, staff management and time management
- A demonstrated ability to work in a high energy and challenging team environment, while always remaining committed to achieving high quality, innovative results

Reporting relationship

The position reports to the General Manager.

Length of appointment

Three year contract commencing 20 August 2010.

Probationary period

Three months

Hours of work

Office hours are 9am to 5.30pm and as required. Time in lieu provisions are at the discretion of management

Salary

Negotiable

Leave provisions

Twenty working days (or pro-rata) for each year of completed service. Annual leave loading of 17.5%; ten days sick leave.

Applications

Written applications should specifically address the selection criteria and include contact details for two referees. Applications should be marked PRIVATE AND CONFIDENTIAL and should be addressed to:

Jenny Usher
Executive Assistant
Queensland Theatre Company
PO Box 3310
South Brisbane
QLD 4101

or electronically to jusher@qldtheatreco.com.au

Applications close promptly at 5pm Friday 23 July 2010.