

BALLARAT PERFORMING ARTS CENTRE

Position Description: Operations Manager

Location: Ballarat Performing Arts Centre (BPAC), 501-503 Neil Street, Soldiers Hill

Terms: 6-month fixed-term contract with a minimum of 10 hours/week (includes a 3 month probation period). Additional hours to be negotiated as required.

Salary Rate: \$40 per hour (plus super).

Requirements: The position is one that will allow working from home and flexible working hours, and may include weekend work at the BPAC site.

Reports to: BPAC Committee, with day-to-day management by the Secretary (or other designated Board Member as required).

About us: Ballarat Performing Arts Centre is the performance and rehearsal space of the Ballarat Performing Arts Community: an umbrella association for the performing arts in Ballarat. BPAC aims to support and develop the Ballarat performing arts community by providing affordable spaces for creative work and education.

About the role: The position is responsible for establishing policies and procedures related to the successful operation of BPAC, including, but not limited to: overseeing the online booking and ticketing system; the monitoring and management of emails and social media; and the monitoring of site & building maintenance.

The main KPI for this position is to ensure all requisite policies, procedures and management systems are in place and working efficiently when BPAC is finally able to operate as a paying venue for the wider Arts community.

Responsibilities:

- Oversee the ticketing and booking system and ensure compliance with venue hire policies.
- Monitor the BPAC email system to ensure all emails are answered in a timely and efficient manner.
- Create policies and procedures to ensure the effective management of the BPAC site.
- Coordinate/oversee site teams which may from time-to-time be engaged in maintaining the BPAC buildings.
- Coordinate onsite supplies, stocks, cleaning, rosters and schedules, etc.
- Provide customer service and client management for community and professional hirers.

- Supervision of Bookings Coordinator.
- Manage the social media presence of BPAC, including Facebook & Instagram.
- Assist in the recruitment and coordination of a pool of volunteers to assist in the day-to-day running of the facility.
- Have a presence on the Board of Management and manage communication between this and the operational team.

Candidate requirements: We are looking for a self motivated and proactive individual to support the establishment and growth of BPAC. The position will enable you the rare opportunity of helping create a vibrant Arts Hub in Ballarat.

Skills:

- Strong organisation and administrative skills, including proficiency in ticketing and booking management systems.
- Excellent communication skills, with the ability to engage with internal stakeholders, community members and arts professionals.
- A proactive and detail-oriented approach to problem-solving.

Experience:

Essential:

- Demonstrated experience in arts, venue hire, with a focus on customer service.
- High level of computer literacy.
- Attention to detail, high level of communication and ability to work collaboratively and autonomously.
- Proven organisational skills and the ability to prioritise own workload.
- Proven ability to create policies and robust processes and procedures to ensure the efficient management of an arts venue.
- Management of staff & volunteers.
- Demonstrated experience in creation of internal and external communications.

Desirable:

- Passion for the performing arts.
- Previous experience in an administration role.
- Experience using Google Drive and Collaborative Google Platforms..

Requirements:

- Must hold a current Working with Children Check or VIT registration
- Must have a current ABN number

Applications close 11:59pm, Sunday 24th November 2024.