

ROLE DESCRIPTION ASO5-1

<p>ROLE TITLE: OPERATIONS MANAGER</p> <p>CLASSIFICATION: ASO-5-1</p> <p>EMPLOYMENT TYPE: 1 FTE TERM 2 Years</p>	<p>TEAM: ARTS CENTRES</p> <p>LOCATION: Port Pirie</p> <p>DATE: June 2026</p>		
<p>REPORTS TO: Arts Centres Leader</p>	<p>ROLES REPORTING TO THIS ROLE: Administration Officer, Theatre Technician, Theatre Casuals</p>		
<p>ROLE PURPOSE: Responsible for planning and managing the daily operations of the Northern Festival Centre, maintaining the facilities, and ensuring exceptional service experience for all users of the Art Centre.</p>			
<p>KEY RESPONSIBILITIES OF ROLE:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 1. Manage day to day operations of the Art Centre through the delivery of effective administration, Box Office, back and front of house activities. 2. Manage roster and train staff including casuals and nurture a high performing team that makes use of team capabilities and contributes to effective outcomes. 3. Manage local programming and liaising with all art centre users, including local artists and organisations. 4. Ensure excellent customer service is provided to all patrons and hirers of the Arts Centre, including attending respectfully to customer inquiries and complaints. 5. Maintain financial and statistical records; writing reports and financial forecasts and contribute to program evaluation. </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 6. Manage and supervise the work of contractors, ensuring compliance with relevant WHS requirements and venue maintenance requirements. 7. Ensure the highest technical standards for all productions and activities and contribute to building and equipment maintenance. 8. Work with the Relationships team to engage audiences and promote events. 9. Comply with work, health, and safety legislations, undertake scheduled worksite inspections, and identify, report, and manage risks. 10. Manage relationships of local sponsorships and other key community stakeholders. 11. Contribute to achieving the Strategic Plan, Business Plans, Reconciliation Action Plan and any other organisation wide Plans. </td> </tr> </table>		<ol style="list-style-type: none"> 1. Manage day to day operations of the Art Centre through the delivery of effective administration, Box Office, back and front of house activities. 2. Manage roster and train staff including casuals and nurture a high performing team that makes use of team capabilities and contributes to effective outcomes. 3. Manage local programming and liaising with all art centre users, including local artists and organisations. 4. Ensure excellent customer service is provided to all patrons and hirers of the Arts Centre, including attending respectfully to customer inquiries and complaints. 5. Maintain financial and statistical records; writing reports and financial forecasts and contribute to program evaluation. 	<ol style="list-style-type: none"> 6. Manage and supervise the work of contractors, ensuring compliance with relevant WHS requirements and venue maintenance requirements. 7. Ensure the highest technical standards for all productions and activities and contribute to building and equipment maintenance. 8. Work with the Relationships team to engage audiences and promote events. 9. Comply with work, health, and safety legislations, undertake scheduled worksite inspections, and identify, report, and manage risks. 10. Manage relationships of local sponsorships and other key community stakeholders. 11. Contribute to achieving the Strategic Plan, Business Plans, Reconciliation Action Plan and any other organisation wide Plans.
<ol style="list-style-type: none"> 1. Manage day to day operations of the Art Centre through the delivery of effective administration, Box Office, back and front of house activities. 2. Manage roster and train staff including casuals and nurture a high performing team that makes use of team capabilities and contributes to effective outcomes. 3. Manage local programming and liaising with all art centre users, including local artists and organisations. 4. Ensure excellent customer service is provided to all patrons and hirers of the Arts Centre, including attending respectfully to customer inquiries and complaints. 5. Maintain financial and statistical records; writing reports and financial forecasts and contribute to program evaluation. 	<ol style="list-style-type: none"> 6. Manage and supervise the work of contractors, ensuring compliance with relevant WHS requirements and venue maintenance requirements. 7. Ensure the highest technical standards for all productions and activities and contribute to building and equipment maintenance. 8. Work with the Relationships team to engage audiences and promote events. 9. Comply with work, health, and safety legislations, undertake scheduled worksite inspections, and identify, report, and manage risks. 10. Manage relationships of local sponsorships and other key community stakeholders. 11. Contribute to achieving the Strategic Plan, Business Plans, Reconciliation Action Plan and any other organisation wide Plans. 		
<p>KEY RELATIONSHIPS:</p> <ul style="list-style-type: none"> ▪ Internally: Work closely with Arts Centre Managers and their teams, and Experiences, Marketing and Development and Sustainability Leaders and their teams. ▪ Externally: Work closely with local community, local government and business leaders, local sponsors and donors, artists and arts groups, community, and commercial hirers, touring companies. 			
<p>SPECIAL CONDITIONS:</p> <ul style="list-style-type: none"> ▪ Frequent out of hours work and occasional intrastate travel may be required. ▪ Hold a current Australian Driver's License. ▪ A valid Department of Human Services Child Related Employment Screening is required. ▪ Current First Aid Certificate ▪ Current Responsible Service of Alcohol Training Certificate & Badge ▪ Required to participate in the Country Arts SA Staff Development Review Process and achieve performance targets as negotiated and mutually agreed with the line manager. 			

KEY SELECTION CRITERIA:

- Ability to think strategically and use influence to establish strong working relationships externally to achieve positive and sustainable outcomes.
- Experience working collaboratively to develop effective working relationships with peers, staff, and stakeholders to enable delivery of quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Demonstrated experience managing a diverse team with an ability to build strong positive culture and work ethic
- Demonstrated experience working with regional artists, arts and community groups and commercial companies.
- Demonstrated high level computer knowledge and skills and/or electronic ticketing systems.
- Sound administrative skills including office procedures, using Microsoft Office, preparation of correspondence, contracts, reports, acquittals, and statistics.
- Sound understanding of financial management practices, managing budgets and administrative policies
- Diligent with good personal organisation skills and an ability to use initiative and problem solve

DESIRABLE:

- Appropriate qualification in an arts, business, or a relevant discipline
- A demonstrated understanding of corporate governance, risk management, intellectual property, procurement, legal and compliance frameworks, WHS and applying sustainable practices.

YOU DEMONSTRATE OUR VALUES:

Our Values are central to the way we work and are the cornerstones for how we interact with industry, community, business partners, governments and each other:

- **Care** – *Prioritises wellbeing, showing empathy, compassion, and support for self and others.*
- **Courage** – *Acts bravely, speaks up, and pushes through challenges despite discomfort or fear.*
- **Integrity** – *Does the right thing consistently, demonstrating honesty, accountability, and ethical behaviour.*
- **Passion** – *Brings energy, purpose, and commitment, driving motivation, creativity, and teamwork.*
- **Respect** – *Treats others with dignity and values diverse perspectives, fostering an inclusive and supportive environment*

WORK HEALTH AND SAFETY OBLIGATIONS:

- Maintain a commitment to the Work Health and Safety Act 2014 legislative requirements.
- Proactively promote and follow workplace safety procedures and contribute to creating a safe working environment.
- Accept responsibility for your own and other's safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

CORPORATE RESPONSIBILITIES:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the *Public Sector Act 2009*, Ethical Conduct and the Code of Ethics for *South Australian Public Sector* and their legislative requirements.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. Maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other underrepresented groups.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.

CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION:

Supports and Implements the Strategic Direction

- Understands the big-picture and contributes to the development of strategic direction.
- Understands and supports organisational goals and business objectives.
- Understands, supports and promotes organisational goals and business objectives.
- Steers and implements change.
- Identifies, defines and solves complex problems relating to the teams work objectives.
- Identifies broader factors, trends and influences across the Public Service that may impact on the teams work objectives.

Achieves Results

- Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes.
- Evaluates alternatives objectively and uses evidence, knowledge and experience to deliver the best result.
- Ensures compliance with Public Sector legislation, regulations and policies.
- Monitors project performance and takes action to improve the delivery of quality outcomes as required.
- Values specialist expertise and capitalises on the knowledge and skills of self and others.

Enhances Business Excellence

- Actively supports and seeks new innovative initiatives and is responsive to change methodology to implement these.
- Keeps abreast of market trends, developments and economic/ legislative changes to meet current and future organisational needs.
- Identifies learning opportunities. Gives timely praise and recognition. Deals with underperformance promptly and works towards agreed performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Monitors expenditure manages procurement and contract procedures and identifies the appropriate use of resources.

Cultivates Productive Working Relationships

- Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns.
- Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict.
- Works collaboratively and shares information with own team and seeks input from others.
- Builds and sustains positive relationships with team members, stakeholders and clients.
- Confidently communicates messages in a clear and concise manner using appropriate language.

Exhibits Personal Drive and Professionalism

- Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour.
- Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them.
- Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner.
- Self-evaluates performance and seeks feedback from others. Recognises how behaviour impacts on others. Committed to self-development.
- Contributes to a culture that values and respects diversity and models this in all interactions.
- Ensures standards for the safety and wellbeing of self and others are maintained.