



Company	The Pavilion: Performing Arts Centre Sutherland Ltd
Location	Sutherland Shire NSW
Award	Local Government (State) Award 2023
Employment Type	Full-Time, Ongoing, (35 Hours Per Week)
Date of Approval	6 February 2025
Company Website	www.thepavilionarts.au

COMPANY OVERVIEW

The Pavilion Performing Arts Centre Sutherland Ltd is a not-for-profit company limited by guarantee under licence from Sutherland Shire Council. The Pavilion is constituted as a charitable institution established to promote cultural activities and arts in the Sutherland Shire local government area including the management and operation of The Pavilion and the Sutherland Arts Theatre.

The Pavilion Performing Arts Centre Sutherland Ltd. is responsible for the management and operation of two sites: **The Pavilion** located at 30 Eton St, with an auditorium capacity of 686 and a total venue capacity of 1050, and **Sutherland Arts Theatre** located at 25 East Parade, with a capacity of 160 patrons. Between its two venues The Pavilion is host to over 300 events as part of its yearly program and welcomes more than 80,000 visitors annually.

PURPOSE OF THE ROLE

The Operations Manager is responsible for the strategic leadership, planning and management of the day-to-day and event operations of The Pavilion's venues. The Operations Manager is a key driver for improvements to processes and enhances the efficiency of procedures, systems and services provided by The Pavilion. The Operations Manager oversees multiple client and customer facing areas of The Pavilion and is responsible for their oversight and management.

KEY ACCOUNTABILITIES

Venue Services

- Manage The Pavilion's Venue Sales, Front of House and Cleaning departments.
- Manage the relationship, contractual agreements, and operational requirements of external service suppliers engaged by The Pavilion including but not limited to cleaning, pest control, waste disposal, first aid, labour hire and hospitality.
- Manage and maintain The Pavilion's systems and software including but not limited to IT, venue calendar management software, rostering and internal filing systems. Oversee the implementation of systems and software.
- Continually seek to improve the standard of service received by The Pavilion's users including hirers, presenters and patrons. Respond to feedback and concerns raised by The Pavilion's users.
- Manage and contribute to the budgeting and forecasting of The Pavilion's venue services and operational requirements.
- Develop and manage reporting on operational performance, tracking of feedback and other KPIs.
- Engage with key Sutherland Shire Council stakeholders and serve as primary operational liaison with Council staff.

People & Procedures

- Oversee the development of policies and procedures, provide guidance and support with an emphasis on continual process improvement.
- Manage direct reports, provide regular feedback and check-in to ensure performance objectives are being met. Manage and escalate performance issues appropriately. Seek opportunities for the professional development of direct reports.
- Participate as an active member of The Pavilion's Leadership Team and contribute to the business's strategic objectives planning.
- Collaborate to develop process improvements, procedures and policies as they relate to the broader business.
- Perform key duties of direct reports (including Front of House Manager for events) during periods of leave or absence.



Safety & Compliance

- Perform duties as venue Chief Warden and First Aider on a rotating basis.
- Investigate and report upon incidents that occur at The Pavilion's venues.
- Participate as an active member of The Pavilion's Emergency Planning and Work Health & Safety Committees.
- Manage the provision of hospitality services to ensure The Pavilion's compliance with liquor licensing requirements.
- Oversee rostering arrangements to meet event requirements and ensure adherence to Award conditions.
- Ensure work health and safety requirements are met for operational departments.
- Perform accreditation checks for staff employed within operational departments.
- Conduct event risk profiling and risk assessments as related to Front of House operations.
- Perform regular venue-wide inspections, reporting on identified hazards and maintenance items and seek to resolve.

KEY CHALLENGES

- Working within a dynamic performing arts environment which is subject to change at short notice to balance the needs of each department and expectations of venue users.
- Addressing and resolving feedback from venue stakeholders to maintain the venue's reputation whilst adhering to operational and financial constraints.
- Achieving and maintaining cross-departmental support for efficiencies that can be adopted across the organisation.

KEY RELATIONSHIPS

WHO	WHY
INTERNAL	
Reports To	
Executive Director	Receive direction in relation to the organisation's priorities and act upon directives issued. To provide regular operational updates and reports, and to seek guidance on matters of concern.
Direct Reports	
Operations & Programs Officer	Lead and direct to optimise business levels and client retention and gain the cooperation of hirers and event organisers to adhere to the venue's operational and financial requirements.
Event & Operations Coordinator	Lead and direct to optimise operational efficiencies and service standards. Supervise the performance of event-related tasks and ensure delivery is of a high standard.
Front of House Managers (Casual)	Lead to ensure the delivery of high-quality service to customers and adherence to standard operating procedures, standards of conduct, presentation and performance.
Cleaning Team (Casual)	Lead to ensure the safety and effectiveness of The Pavilion's cleaning operations and ensure that the provision of services meets financial targets.
Works With	
Other Managers	To collaborate on shared initiatives and projects. To maintain professional working relationships that ensure the operational effectiveness, safety and service standards for all users of The Pavilion's spaces.



EXTERNAL	
Sutherland Shire Council	Key stakeholder. To consult with on operational and maintenance matters and to ensure that business operations remain compliant and meet the targets of The Pavilion's Funding & Service Agreement.
Contracted Service Providers	Engage with and consult to maximise operational and financial efficiencies for The Pavilion. Monitor for compliance and delivery of agreed outcomes.
Venue Hirers & Presenters	To understand the specific requirements of each event and aid with the coordination and delivery of professional event services.
Public	To ensure a quality user experience is provided by The Pavilion and to address any patron concerns or queries in line with The Pavilion's Customer Service Charter.

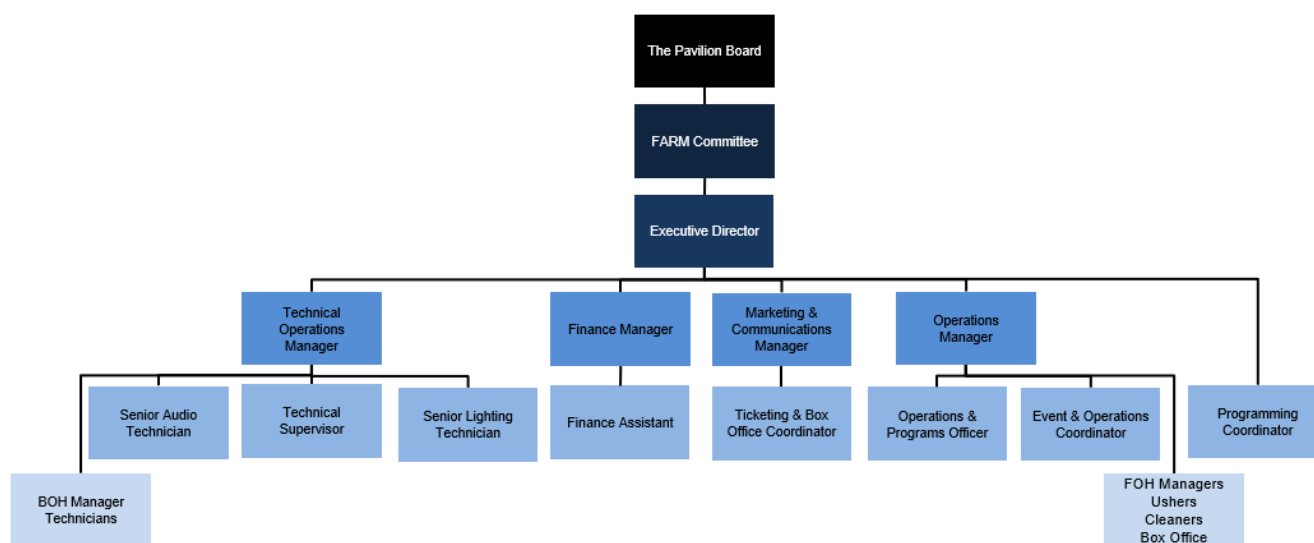
ROLE DIMENSIONS

DECISION MAKING

This position has autonomy and day-to-day independence to make operational and financial decisions within their department and within their set delegation level.

This position is required to consult with the Executive Director on decisions that are of a strategic nature; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.

REPORTING LINE



ESSENTIAL REQUIREMENTS

Industry Experience

- Previous venue operations experience in a performing arts or live entertainment venue.
- Thorough knowledge of the performing arts, live entertainment, and hospitality industries.
- Previous experience managing the maintenance and implementation of venue systems and software.
- Working knowledge of work health and safety requirements and associated Acts.
- Previous emergency management or emergency control organisation experience.
- Previous experience managing and preparing contracts including Venue Hire Agreements, Artist Agreements and Service Contracts.



Team Management

- Managerial experience with an ability to provide strong staff leadership, including the supervision, coordination and support of staff.
- Experienced multitasker, organiser, planner, and coordinator of own work priorities and the priorities of direct reports.
- Experience managing a diverse workforce including full-time, part-time and casual employees.

Personal Qualities

- Strong attention to detail with an ability to problem solve and a desire to resolve issues before they eventuate.
- Procedural and technical writing skills, ability to interpret and understand complex information such as technical manuals and contracts.
- High level of technology literacy including the use of Microsoft 365 products.
- Physical fitness, including the ability to lift items up to 20kg.
- Ability to perform weekend and evening work to support business and event operations where required.

Credentials

- Current First Aid and Provide CPR certificates.
- Current Working With Children Clearance.
- Current Responsible Service of Alcohol Competency Card.

PREFERRED SKILLS

- Tertiary education or equivalent working experience in Events Management, Performing Arts or similar disciplines.
- Approved Manager Licensee Accreditation (Liquor License)
- Class C Driver's License.

EMPLOYMENT CONDITIONS

Employment Type:

Full-Time (35 hours per week).

The position may require flexibility to work across weekends and public holidays where required (penalty rates apply).

All roles include superannuation at the current superannuation guarantee rate.

Enquiries:

Please submit enquiries to recruitment@thepavilionarts.au

Applications:

Please submit a one-page cover letter that addresses each of the Essential Requirement categories (Industry Experience, Team Management, Personal Qualities, Credentials) along with your CV via Seek, ArtsHub, or LinkedIn.

Please note, suitable candidates are subject to pre-employment screening which includes Reference Checks, Work Rights Verification, and may also include a Criminal History, Qualification Verification and Working with Children Check for paid employment. Employment is subject to clearance of these checks.