

SERVICE MANAGER LIGHTHOUSE THEATRE POSITION DESCRIPTION

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| POSITION NO: | 1068 |
| CLASSIFICATION: | Band 7 |
| OCCUPANT: | Vacant |
| DATE: | April 2019 |

POSITION CONTEXT & OBJECTIVE(S):

Context

Warrnambool City Council (Council) provides a broad range of services to support active participation and encourage healthy lifestyles in the city and across the sub-region.

Lighthouse Theatre (LHT) is a key element of Council's community infrastructure network that supports cultural services, programs and activities undertaken by residents and visitors. It aims to provide high-quality venues where people can see, present and explore the arts, ideas and events.

LHT is a performing arts venue that provides two performance spaces plus the usual supporting facilities and amenities:

- The Theatre (Auditorium) is a 584 seat fully equipped proscenium arch theatre with flytower capable of hosting a wide range of performances from opera and ballet through to drama comedy and popular music.
- The Studio is a multifunction space which can operate as a black box theatre, function space or meeting room capable of being utilised for intimate performances, dinners, conferences, meetings and training.

The venue attracts attendance and use that is estimated to exceed 60,000 patrons/users in 2018/19. The venue attracts patrons from Warrnambool and the subregion, with a catchment area of approximately 100km.

The venue directly programs in three main areas:

- Theatre Season - 2019 season includes 16 shows – music, drama, comedy and dance.
- Morning Music - 2019 season includes 5 music shows.
- Education/Family - 2019 season includes 1 drama.

The LHT will also host approximately 50 community performances and activities, 30 commercial performances, and 300 function and venue hires in 2018/19.

Objective and purpose of role

This position is responsible for providing strategic and operational leadership and management at the LHT. The purpose of the role is to:

- Ensure effective development and delivery of high quality, sustainable patron and community focused programs.
- Ensure that all programs are managed in accordance with Council policies, allocated budgets and contemporary human resource management practices.
- Develop effective systems to ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with sector standards and Council policy.

- Provide strategic advice and support to the Manager Recreation and Culture (MRC), including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals.
- Lead the implementation of relevant service development and improvements in partnership with patrons and user groups, the community, funding bodies and staff.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Demonstrated capacity at senior management level within the performing arts sector, preferably in the local government setting.
2. Extensive and current knowledge of Australian performing arts practice.
3. Demonstrated ability in developing and maintaining effective partnerships with a broad range of stakeholders to facilitate support and engagement with the operation and development of the LHT.
4. Capacity to investigate and implement new and innovative ideas and solutions to enhance the LHT's programs and activities.
5. Well-developed skills in the management of human, physical and financial resources, particularly an ability to manage a team delivering a diverse range of performing arts programs, and to manage budgets.
6. Demonstrated capacity to obtain funding through grants, sponsorship and commercial activities, and undertake associated entrepreneurial and marketing activities.
7. A tertiary qualification in the performing arts or arts administration/management.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

KEY RESPONSIBILITIES AND DUTIES:

1. Programming and Operations

- Develop, implement and review the entrepreneurial program to meet demand and optimise usage and financial return to the LHT.
- Manage and review implementation of other programming including touring/commercial product, local company, school use and all other use to ensure demand is met, and venue use and financial return is optimized.
- Actively seek out opportunities to present new and innovative product and programs that will increase attendance, improve recognition, and add new audiences to the LHT.
- Maintain LHT's role as the key provider of performing arts opportunities and experiences in the sub-region.

2. Operations

- Develop, implement and maintain operating procedures and policies, including an up-to-date LHT operations manual.
- Ensure that there is sufficient qualified staff in attendance to operate the LHT and to supervise patrons and users in accordance with industry and Council standards.
- Procure, maintain and replace when necessary facility equipment, including development and maintenance of an equipment inventory that complies with the requirements of the Finance Branch.

3. Service Planning and Development

- Manage the development, implementation and review of LHT's annual business plan, incorporating key priority actions to improve service performance.

- Lead the development, monitoring and review of improvement initiatives to improve service quality and cost outcomes in collaboration with patrons and user groups, staff, volunteers, colleagues and the MRC.
- Actively seek out funding and partnership opportunities that will compliment programs provided to help respond to community demand and maintain the service's role in the sub-region.
- Prepare and make recommendations to the MRC on sustainable service development options to meet the changing needs of the community, including capital works and major maintenance requirements.

4. Marketing and Promotion

- Develop, implement and review an annual marketing plan for LHT, incorporating specific program promotion and revenue enhancing strategies, to optimise usage and financial return, and to increase the service's profile within the local community and the sub-region.
- Oversee the development and implementation of program specific marketing resources and collateral, including use of social media and technology – based platforms.
- Develop and maintain effective links with local and regional media and other publicity outlets to promote and market LHT.

5. Entrepreneurship

- Ensure that non-government fundraising to support the LHT is maximised by actively seeking support from the corporate and private sector.
- Oversee the growth and development of the LHT's commercial activities, including use as a function venue, to enhance its revenue generating capacities.

6. Relationship Management

- Develop effective working relationships with patrons, user groups, hirers and program providers, industry representatives including government and other funding bodies, benefactors and educational institutions.
- Maintain membership and a strong relationship with the Victorian Association of Performing Arts Centres, and other performing arts industry bodies and forums.

7. Human Resource Management

- Provide leadership and direction to staff working for the LHT.
- Develop and maintain an employee induction manual specifically relating to the LHT.
- Undertake responsibility for recruitment, induction, training, supervision and review of all delegated staff in conjunction with Council's Organisation Development Branch.
- Implement and maintain effective staff communication.
- Undertake annual employee performance reviews and development plans and identify training needs to support staff development.
- Develop and manage the implementation of an annual training plan that reflects the training and development needs of staff to comply with service standards and corporate training objectives.
- Convene regular team meetings to identify performance trends, issues, improvements and change management strategies to comply with performance targets, quality and risk management requirements and drive program improvement.

8. Financial Management and Administration

- Provide timely performance reporting, as requested by the MRC, the Management Executive Group and Council.
- Prepare, monitor and report on the annual budget and financial forecasts for the service.
- Manage the LHT's annual income and expenditure budgets according to delegation and as adopted by Council.
- Maintain staff, financial, usage and other records to meet reporting and legislative requirements.
- Act as Licensee for the venue and ensure the bar and snack bar operates within the legislative requirements of the license issued under the Liquor Control reform Act (1988).

9. Workplace Health and Safety

- Manage the provision of a safe and healthy work environment for staff and volunteers in compliance with Workplace Health and Safety requirements, duty of care and professional standards at all times.
- Record, monitor, review and report incidents involving staff patrons and user groups, and where necessary take action to reduce risk.
- Ensure all programs and activities comply with Workplace Health and Safety regulations and other relevant statutory requirements and guidelines.
- Develop and maintain a safety manual outlining safety and evacuation procedures for the LHT.

ORGANISATIONAL RESPONSIBILITIES

The organisational responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Fit2Work (Police Records) and/or Working with Children Check.

YES

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of Warrnambool City Council's Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

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|--------------------|---|
| Reports to: | Manager Recreation and Culture |
| Supervises: | Lighthouse Theatre Staff and contractors |
| Internal Contacts: | Employees in Branch Internal committees/working groups All staff |
| External Contacts: | Patrons User groups Hirers Contractors and suppliers Industry and government organisations Media Outlets and Organisations |

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

Accountable For:

- Full authority to manage the LHT in accordance with Council policies and/or delegations.
- Responsible to the MRC for the effective and efficient management of the Lighthouse Theatre and for the achievement of organisation and personal goals.

Authority To:

- Vary program delivery within parameters included in the approved current budget.
- Represent Council as required in public forums.
- Undertake duties and responsibilities of other officers when authorised by the Chief Executive or responsible Director.

JUDGEMENT AND DECISION MAKING:

This position exercises significant independent judgement in regard to:

- Interpretation, assessment and advice relating to the delivery of the LHT service.
- The need for and timing of any issues of significance to be possibly reported to MRC, MEG, Council.
- This position functions with autonomy governed by clear objectives and a budget with a regular reporting mechanism to ensure adherence to objectives and financial parameters.
- The nature of the work is specialised with methods, procedures and processes developed from theory or precedent. Problem solving may involve the application of these techniques to new situations. Guidance and advice will be available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated senior experience in the management of public performing arts facilities.
- Demonstrated knowledge and experience in the technical aspects of performing arts centre management.
- Well-developed skills in the management of human, financial and physical resources.
- Demonstrated capacity to develop effective and productive partnerships with funding bodies, key stakeholders and networks to strengthen service capacity to best respond to community needs.
- High level analytical, research and report writing skills.
- Knowledge of the local government sector and the important role of Council in a regional setting.
- Capacity to investigate and implement new and innovative ideas and solutions to enhance the LHT's programs and activities.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to manage staff.
- Demonstrated ability to manage time and set priorities to achieve a range of outcomes within broad parameters and with little direction.
- Demonstrated ability to make decisions.
- Budget development and financial control.
- Developing and implementing administrative and operational systems and procedures.
- Service planning and development.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well developed written and oral communication skills.
- An ability to set an environment that motivates and supports people to achieve higher levels of performance.
- Demonstrated ability to resolve conflict situations.
- Demonstrated ability to effectively counsel or communicate with employees at all levels.
- Demonstrated ability to advocate and negotiate.
- Demonstrated ability to communicate with professionals from a wide range of disciplines.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Significant experience in performing arts centre management.
- Formal qualifications in performing arts management desired.
- Experience in marketing including the development and execution of marketing plans.
- Competence with relevant information technology hardware and software, including operating system and booking system software.
- Drivers Licence.

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

| Environment | Nil | Light | Average | Constantly |
|----------------------------|-----|-------|---------|------------|
| Indoor (office / workshop) | | | X | |
| Outside | | | X | |

Physical activities: The work is likely to require a certain amount of physical activity, such as:

| Activity | Nil | Light | Average | Constantly |
|-----------------------|-----|-------|---------|------------|
| Standing | | | X | |
| Sitting | | | X | |
| Bending | | | X | |
| Walking | | | X | |
| Repetitive hand work | | | X | |
| Heavy lifting (>15kg) | | X | | |

Plant and Equipment: This role involves working with or near plant or equipment:

| Hazard / Activity | Nil | Light | Average | Constantly |
|--|-----|-------|---------|------------|
| Rotating parts | | | X | |
| Noisy Environment | | | X | |
| In proximity of mobile or moving plant | | | X | |
| Strobe or similar lights | | | X | |
| Operating plant controls | | X | | |
| Driving plant or vehicles | | | X | |
| Machinery Vibration | | X | | |
| Ability to distinguish between colours | | | X | |
| Using hand held tools | | X | | |
| Working with irritants, chemicals, fumes and/or dust | | | X | |
| Working in hot surroundings | | X | | |

Other activities: This role may also include:

| Activity | Nil | Light | Average | Constantly |
|--------------------------------|-----|-------|---------|------------|
| Talking on the phone | | | | X |
| Direct contact with people | | | | X |
| Working at heights | | X | | |
| Working with animals/ wildlife | | X | | |

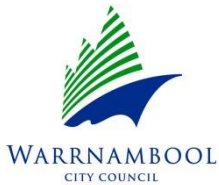
CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

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| Name (Please print): | |
| Signature: | Date: |



SERVICE MANAGER LIGHTHOUSE THEATRE GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the **Act**).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee's interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee's employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council's Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community's values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council's Records Management Policy and Council's IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
 - for excessive or unreasonable personal use;
 - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
 - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council's resources, including Council's IT Systems. Filtering systems are installed in the Council's IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee's use of the Council's IT Systems and electronic resources, either at the Council's premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council's sustainability objectives and targets into projects, programs and services.
- Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.

- Promote and participate in a culture of sustainability.

Warrnambool City Council's Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee's benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council's Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer's superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council's Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy & Data Security Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their "check" (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants maybe required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.