

Description

The Operations Manager leads the team that ensures our precinct delivers a high quality experience for tenants, visitors and communities. This key role requires excellent organisational, administrative, planning and safety experience. This manager is part of CAP's leadership team, shaping the future of the precinct as a place for ideas and connection between artists and communities.

The Operations Manager is a full-time position and is based at Collingwood Yards, 35 Johnson St, Collingwood. The role requires full-time attendance on-site.

The Operations Manager is responsible for managing a small operations team, coordinating operations to ensure strategic alignment, developing and managing budgets, developing operational plans, ensuring operational systems and processes are compliant, quality checking work across the team to ensure smooth operations of events and building outcomes, problem solving, researching equipment and production needs and contributing to high-level strategy with the management team.

The Operations Manager will be comfortable working with a high degree of responsibility and flexibility in a dynamic and exciting environment. The Operations Manager will be committed to developing strong collaborative partnerships with the broader team, and won't be afraid to get hands-on during peak periods.

Operations Manager Position Description**Strategy and Planning**

- Work with CAP management team to develop strategic directions of Collingwood Yards and enhance the built environment of the site.
- Participate in the development of funding applications, new income streams, sponsorship documents and strategic development opportunities.
- Liaise with key government and sector stakeholders on any future capital projects.

Team

- Manage Operations team of three/four and recurrent contractor team. Cultivate a positive team culture by organising regular team meetings, setting team meeting agendas and managing issues as they arise in a constructive manner.
- Develop team with professional development and performance measures.
- Approve leave requests, and ensure the team is adequately resourced year-round, including creating plans to avoid events being short-staffed.

Budget

- Develop, manage and report on Operations budget.
- Oversee oncharging of operational on-costs to tenants and site users.
- Contribute detail to budget acquittal and reporting.

Operational Planning and Management

- Develop an annual operational plan that identifies key precinct maintenance and improvements and other strategic projects to accompany an annual operations budget for approval by the CEO and Board.
- Lead operational aspects of tenant onboarding and booking systems, including maintenance and building issue requests, resource and events bookings.
- Manage review, consultation and approvals for tenant-led and external events with a focus on precinct capacity, production, risk management, and WHS compliance.
- Maintain records and files relating to contracts, incidents and other compliance.
- Update, maintain and review internal and tenant facing Operations documents.
- Manage the relationship with neighbouring developers and builders.
- Manage maintenance, caretaking and conservation of the Keith Haring Mural through a specialist team.
- Manage transfer of tenant lease and fit out approval agreements to construction and occupation.
- Run our monthly SOWG (Site Operations Working Group) tenant forum to identify issues and potential improvements.

Safety, Compliance and Continuous Improvement

- Cultivate a culture of safety and accountability to minimise precinct risks.
- Lead team ensuring WHS and compliance standards are maintained across tenancy and studio artist workflows.
- Lead team in sitewide WHS compliance with relevant laws, contracts, insurance, policies and OHS frameworks e.g. risk management and liquor licencing.
- Maintain a knowledge and understanding of CAP's insurances and escalate any issues appropriately.
- Monitor, maintain, update and implement Work Health and Safety procedures, including inducting visiting contractors and hirers, maintaining first aid kits and leading fire safety procedures within the building.
- Develop and maintain Emergency Response Plans and Principal Risk Assessments.
- Maintain updated and ratified SEMP and EMS with certified risk management consultants, and annual assessments.
- Maintain and update Hazard Management Plans and Hazardous Materials Register.
- Develop and lead on COVID19 precinct responses and communications.