

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Operations Supervisor</b>
<b>Position Number:</b>	<b>11004</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports to:</b>	<b>Community Operations Coordinator</b>
<b>Supervises:</b>	<b>Operations Officers, Marketing Officer, Casual events staff</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 5</b>

### 1. POSITION OVERVIEW

The Operations Supervisor is responsible for the successful operation of the Red Earth Arts Precinct in relation to customer experience and client expectation.

The Operations Supervisor is one of the key members of the City's Community Programs team and will contribute to the overall operations of the Red Earth Arts Precinct.

#### 1.1. POSITION OBJECTIVES

To assist in the management of all aspects pertaining to the operation and use of the Red Earth Arts Precinct (REAP) including:

- Presenting a friendly and efficient customer experience for patrons of the Red Earth Arts Precinct.
- Supervising the box office operations of the Red Earth Arts Precinct programs and other events in the City's Arts and Culture program.
- Coordinating the staffing and stock requirements of the bar and kiosk.
- Liaison with hirers regarding booking requirements.
- Overseeing REAP operations staff.
- Training and rostering casual box office, bar and kiosk attendants.
- Liaising with Sanitation Services regarding the cleaning of the Red Earth Arts Precinct.
- The digital signage system within the Precinct to ensure timely rotation of content.
- Working with the Community Operations Coordinator to develop and distribute appropriate marketing material.
- Developing and maintaining working relationships with internal stakeholders and clients relevant to the provision of events and live shows within the City.
- Participating in policy, strategy, and project development with other business departments, to ensure a coordinated approach to service provision and achieve creative cultural outcomes for the City of Karratha.

## **2. DUTIES & RESPONSIBILITIES**

### **2.1. Box Office**

- Ensure the timely and accurate entering of events into the box office system.
- Ensure timely and accurate reporting from the system.
- Financial reconciliation of daily banking.
- Ensure that customer databases are maintained in line with privacy legislation.
- Ensure that customer databases are maintained for use in marketing operations.
- Train casual box office attendants to assist in box office operations.
- Coordinate the digital signage system to promote events in the Precinct and around the City of Karratha.
- Work with the Community Operations Coordinator to develop marketing strategies and materials for the Red Earth Arts Precinct events.

### **2.2. Bar & Kiosk**

- Provide an efficient and customer responsive bar and kiosk service to patrons of the event that maximises customer experience and financial returns to the venue.
- Ensure that the bar and kiosk are stocked in line with demand.
- Ensure that the bar and kiosk are run in line with relevant legislation (safe food handling, liquor licensing etc.).
- Ensure that accurate stocktake control is completed monthly.
- Foster relations with suppliers to ensure that the best outcome for the Precinct is reached.
- Train and oversee casual bar and kiosk staff.

### **2.3. Front of House Management**

- Ensure efficient staff resources by effective rostering of permanent staff to cover hours of demand.
- Recruit, train and roster casual staff.
- Liaise with Building Maintenance regarding the cleaning of the Red Earth Arts Precinct.
- Coordinate the delivery of appropriate food services including client and caterer liaison as required to ensure an efficient and responsive catering service to patrons.

### **2.4. REAP Cinema**

Program and book a wide-ranging program of cinema in consultation with the Community Operations Coordinator and

- Assist delivery of all aspects of the financial reconciliation for the cinema.
- Coordinate all aspects of the logistical process for the cinema.
- Liaise with the Technical Services Supervisor in relation to the screening of movies.

### **2.5. Administration & Finance**

- Establish correct systems and processes to ensure timeline and error free event management.
- Maintain accurate files, budgets and critical paths in order to adhere to deadlines and budgets.
- Ensure the most advantageous outcome for the City when arranging suppliers.
- Follow procurement policies to ensure sound budget management.
- Maintain accurate records relevant to good management and daily activities of Arts and Culture programs and Red Earth Arts Precinct.
- Assist the Community Operations Coordinator with the preparation of funding applications, report writing and other documentation as required.

## **2.6. Organisational Expectations**

- Actively contribute to and support the wider REAP team.
- Adhere to Council policy and procedures including Code of Conduct & IT Conditions of Use and other related documents that may be developed and endorsed by Council from time to time.
- Behave and work in a manner which demonstrates the Community Programs Department is a customer focussed, professional and reliable service.
- Attend events, meetings and afterhours functions as required.

## **2.7. Occupational Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form within 24-36 hours.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1. Authority and Accountability**

- Ability to work autonomously within organisation policies and procedures.
- Contribute to all facets of program and event delivery, including procurement, and contract management.

### **3.2. Judgement and Problem Solving**

- Ability to respond appropriately showing initiative or seeking further instruction where required.
- Proven decision making and problem solving skills, which accommodates organisational values.
- Sound ability to work under pressure, juggle multiple tasks and prioritise work to meet ongoing deadlines.
- Demonstrated attention to detail.

### **3.3. Specialist Knowledge and Skills**

- Knowledge and experience in the planning and delivery of events.
- Knowledge and experience in strategic planning and understanding of facility development.
- Experience in setting up and using a ticketing system.
- Proven ability in the use of computer systems, including event specific applications and generic Microsoft office tools.
- Demonstrated ability in the production of promotional information and other marketing based activities.
- Demonstrated ability to prepare contract briefs for design agencies, marketing agencies and other event suppliers as relevant.
- Commitment to continuous training and personal/professional development.

- Highly developed numeracy and cash handling skills with a high level of attention to detail, accuracy and confidentiality.
- Knowledge of safe food handling practices.
- Knowledge of the provisions of the Health Act, Regulations and By-Laws applying to the operation of the kiosk (desirable).

#### **3.4. Management Skills**

- Experience in supervising staff.
- Experience managing contractual obligations.
- Demonstrated experience in managing multiple event projects simultaneously.

#### **3.5. Inter Personal Skills**

- Excellent written and verbal communication skills.
- Ability to communicate with a wide range of stakeholders, groups and community patrons, to develop a positive image of City of Karratha events.

#### **3.6. Qualifications and Experience**

- Tertiary qualifications in a relevant field (BA) or similar e.g. Marketing and Events, Communications, Arts Management
- Experience in a theatre environment (desirable)
- Previous local government experience (desirable)
- Working with Children Check (desirable)
- First Aid certificate (desirable)
- An Approved Manager licence under the Liquor Licensing Act (or be prepared to obtain certification)
- Current Manual C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)