

Business & Operations Manager

Position description

Title: Business & Operations Manager

Reporting to: Executive Director | Chief Curator

Location: Centre for Architecture | Open House Melbourne (City)

Hours: Full-time (38 hrs week)

Remuneration: \$75,000 – \$82,000 per annum (package)

Overview

Centre for Architecture Victoria | Open House Melbourne

The Centre for Architecture Victoria is an organisation with a big ambition—to inform the public about the importance of design in the built environment and why it matters to the future liveability of our cities.

Through a curated series of informative and provocative events—including our flagship Open House weekends in Melbourne and regional Victoria—we inspire and empower people to engage thoughtfully with the pursuit of a better built environment for all.

At the heart of this annual program is the Open House Weekend established in Melbourne in 2008 and, more recently, in Bendigo, where people visit significant buildings, sites, talks and programs across their city to learn how the built environment and urban planning initiatives influence and shape our experience of private and public space, our culture and our collective future. By empowering people with an understanding of the impact of good design decisions in our built environment, we support a commitment to ensuring that our city and regional centres are liveable and vibrant places now and in the future.

Role Profile

The position of Business & Operations Manager provides an exciting opportunity for a highly motivated and talented manager to form an integral part of the CAV | OHM leadership team.

The role reports directly to the Executive Director / Chief Curator and is responsible for successfully managing the business and operations of all programming and delivery, with a focus stakeholder management and operational interface to ensure the smooth delivery of large-scale event and creative program production.

Within the context of a small and ambitious team, the Business and Operations Manager will work closely with the Program and Communications Manager (full-time) and the Social Media and Program Administrator (part-time) in addition to any contract and volunteer roles.

Business and operational management, and compliance are the core functions of the role. Excellent client-facing and internal communication skills, solid organisational skills including attention to detail and ability to multi-task.

This position will be responsible for office bookkeeping and financial reporting, and all aspects of stakeholder management. The position will improve work flow processes, implement new software and systems, and manage compliance across the organisation.

The Business & Operations Manager will have a background in project management, design and culture and not-for-profit organisations and/or the creative industries.

Key Responsibilities

Business & Stakeholder Management:

- Provide business and stakeholder management for all aspects of the Centre for Architecture Victoria programming including the flagship program of Open House Melbourne events;
- Support the ED/CC with business development, funding and sponsorship including management of funding submissions and sponsorship documentation;
- Support the ED/CC with identifying new business and partnership opportunities and develop strategies for attracting new avenues for support;
- Manage and plan the delivery of key tasks required for all aspects of business and stakeholder activities, including grant submission deadlines and other key milestones;
- Develop and manage clear and functioning systems and processes for day-to-day business and stakeholder tasks and activities;
- Manage and keep up-to-date all building and stakeholder information held in the Centre for Architecture Victoria | Open House Melbourne database;
- Manage business and stakeholder support, as required.

Operational Management – Programs:

Working integrally with the Program and Communications Manager, provide operational leadership for the following tasks:

- On-time execution and successful delivery of all Centre for Architecture Victoria year-round programming and activities including (but not limited to) OHM Weekend (Melbourne and Bendigo), Melbourne Design Week and other CAV | OHM programming activities, as required;
- Ensure that all operational aspects of programming are produced on time, on budget and in a safe and responsible manner that meets all relevant standards;
- Liaise with Building Council to manage participating CAV | OHM buildings and coordinate the process (including the EOI) to secure new and existing buildings and sites for event programming;
- Manage the building contract process and be the operational contact for all CAV | OHM programs and buildings;
- Manage and coordinate how each program and building will run in terms of required volunteers, logistics, tours, opening times, amenities etc. and ensure all program participants provide a quality visitor experience;
- Oversee all signage requirements for program activities – physical and digital;

- Manage the timely provision of program and building information and coordinate with the marketing team/contractors for the production of the program, website and marketing collateral;
- Manage and liaise with the Volunteer Council throughout the year to recruit, train and allocate volunteers for CAV | OHM events;
- Manage and work closely with the Volunteer Council to ensure the appropriate allocation of volunteers across different roles and coordinate volunteer training;
- Manage and coordinate the office volunteers required to assist with the running of the event;
- Manage and coordinate information hubs including locations, structures, permits, collateral;
- Manage and coordinate operational logistics for additional tours and activities;
- Submit and coordinate all required permit applications for the successful delivery of all programming;
- Act as an official Centre for Architecture Victoria | Open House Melbourne representative at events as and when required.

Finances and Compliance

- Manage the day-to-day office administration to ensure all obligations are met including issuing internal payments, invoicing and contractor payments in a timely manner;
- Reporting to the ED/CC, manage the financial records/systems and the development and maintenance of budgets;
- Ensure rigorous financial tracking for all CAV | OHM programming including the OHM Weekends and year-round events, providing timely advice and forecasts as required;
- Schedule regular updates and reports for the ED/CC and Treasurer on financial progress against the approved budget and identify any issues in a timely manner;
- Adhere to the agreed monthly reporting timetable for Financial Reports;
- Maintain appropriate compliance across all areas of the business including risk management;
- Support the ED/CC in annual reporting and in acquitting all funding requirements.

Key Selection Criteria

Education/Qualifications

Creative production, project management and/or business management with relevant tertiary qualification preferred.

Knowledge, Skills and Experience:

1. Demonstrated experience and highly developed skills in business and operational management and/or senior coordination role(s) in similar organisations and/or contexts;
2. Demonstrated commitment to the built environment, architecture and design and creative programming for public engagement;
3. Highly developed business and stakeholder skills including negotiation skills and the ability to quickly build and maintain professional relationships with stakeholders;

4. Proven track record in securing funding, grant writing, sponsorship and in-kind support;
5. Highly developed skills and experience in creative program and event management;
6. Demonstrated capacity to develop and implement operational procedures and policies;
7. Sound technical understanding of OH&S and risk management practices;
8. Demonstrable experience in working with finance systems and creative software. Knowledge of Xero and MS Office software packages will be highly regarded. Additional knowledge of graphic programs including Adobe Creative Suite is desirable but not essential;
9. Proven experience as a 'hands-on' collaborator who can work integrally as part of a small team, balancing teamwork with an ability to work independently and manage critical deadlines;
10. Digital engagement experience will be highly regarded.

Applications extended: due CoB Friday 11 December, 2020

Please include cover letter and CV:

Attention: Fleur Watson
Executive Director & Chief Curator
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