

# artsource

## POSITION PROFILE and JOB DESCRIPTION

### OLD CUSTOMS HOUSE, STUDIOS AND GALLERY - OPERATIONS MANAGER

#### 1. POSITION IDENTIFICATION

Position Title:	Operations Manager
Location:	8 Phillimore Street, Fremantle
Hours:	22.5 hours per week (0.6 pro rata) Flexible
Term:	Fixed Term (ending June 30)
Reports to:	CEO
Line manages:	Assistants and volunteers
Last Updated:	February 2021

#### 1. FUNCTION OF THE POSITION

During this period of transition, the main functions of the Operations Manager are to ensure the coordination and smooth running of Artsource studios, exhibitions, events and premises at Old Customs House.

This includes managing the leasing procedure and tenancy of Studios at Old Customs House and Rosemount Hotel, ensuring licenses are current and adhered to, and condition reports and bond repayments are made. The Operations Manager organises Open Studio events.

The Operations Manager is responsible for ensuring that all exhibitions and events are booked in accord with booking policy and rates, and in consultation with the CEO. The position will manage the smooth and effective running of all exhibitions and events from initial inquiry to bump in, installation of exhibitions, technical aspects of hanging, mounting and handling a wide variety of art forms, appropriate Occupational Health and Safety when working at heights, or in lifting, and transporting artworks, protocols for pricing, managing price list and artwork sales, handling ticketing, front of house, opening events, bump out and cleaning. The Operations Manager liaises with marketing staff and clients to ensure a vibrant and engaging, successful event / exhibition.

The Operations Manager ensures that all practical requirements are met with respect of the premises at Old Customs House and other premises leased by Artsource from time to time. The role ensures all security measures are in place including COVID action plans. The role guarantees that all operational procedures and systems are adhered to efficiently and effectively, that risks are identified and mitigated, and regulatory compliance is met. This includes any relevant OHS regulatory requirements.

The Operations Manager assists the CEO in making preparations to operationalise the [Strategic Plan 2020-2024](#). This may include managing preparations for, and project management of, any building renovations and refurbishments, including the coordination of trades.

This position holder will have a significant role in facilitating a period of change and transition with positivity. The post requires the ability to keep morale high with co-workers, members and tenants and to motivate others through change, during which time there may be uncertainty or ambiguity and disruption to established routines.

The post requires operational management experience, along with a strong understanding of the needs and issues facing contemporary visual artists and the specific aims of membership needs.

#### 2. LINE MANAGEMENT

The Operations Manager

- will from time to time secure the services of and manage volunteers and must be familiar with and implement the [National Standards for Volunteer Involvement](#), within Artsources' context.
- work with consultants and advisory panels.

Additional paid staff may also join the team on a part time basis to undertake specific projects.

### **3. RESPONSIBILITIES**

#### **Operational Management**

- 3.1 Implement all relevant operational, financial and administrative policies, processes and procedures.
- 3.2 Ensure that existing systems, information and practices are adequately and fully documented in the operations manual and that the operations manual is kept current.
- 3.3 Be proactive in implementing more efficient and cost-effective ways to undertake workloads.
- 3.4 Manage all Volunteers (including recruitment, performance, safety and conditions) to ensure the legal and ethical requirements are achieved.
- 3.5 Manage assistants, volunteers and rosters for exhibition set up and invigilation.
- 3.6 Book exhibitions and events in consultation with the CEO and booking policy.
- 3.7 Manage the smooth and effective running of all exhibitions from negotiating with artists, set up and exhibition install, including managing, storing and safely using and operating equipment required during install.
- 3.8 Use expert knowledge and skills in various methods and protocols for handling, displaying and hanging artworks.
- 3.9 Use knowledge and skills in exhibition protocols for pricing, cataloguing, labelling and selling artworks.
- 3.10 Organize exhibition openings and other events, ensuring compliance with licensing and bar service and ensuring COVID safe plans are enacted.
- 3.11 Manage bump out operations, cleaning arrangements and liaising with the bookkeeper for invoicing.
- 3.12 Ensure that all reporting requirements are achieved relating to the DLGSC and DCA in terms of audience and attendance monitoring, and culture counts for exhibitions and events.
- 3.13 Ensure compliance with OHS requirements and regulations in Old Customs House and studios including chemical and manual hazards. Ensure the establishment and maintenance of a chemical register, safety data sheets and risk assessment according to regulations. Identify, report and mitigate physical hazards.
- 3.14 Ensure the building is secure and manage key register.
- 3.15 Manage all maintenance checks and reporting of maintenance requirements to the Department.
- 3.16 Assist the CEO in making preparations to operationalize initiatives and projects identified in the Strategic Plan 2020-2024. This may include managing preparations for, and project management of, any building renovations and refurbishments, including the coordination of trades.
- 3.17 Manage the movement of rooms, and the setting up, storage or rationalisation of furniture and equipment.
- 3.18 Arrange for and manage cleaning staff, cleaning equipment and supplies, and general upkeep of the premises.

#### **Communications**

- 3.19 Effectively and positively represent and promote Artsource and the interest of its Members.
- 3.20 Communicate with members, colleagues, supporters and clients in a professional manner consistent with Artsource values.
- 3.21 Ensure the front of house engagement with audiences and members meets the professional standard required and is consistent throughout all communication.
- 3.22 Ensure all marketing and branding has an appropriate and consistent message and tone.

#### **4. PERSON SPECIFICATION**

##### **Essential**

- Tertiary qualifications in Visual Arts, Arts, Media or Public Relations / Marketing
- At least three years operations or arts management experience and or experience working in a gallery and install team
- Strong knowledge of WA artists and contemporary visual arts practice
- Knowledge and skills in the technical aspects of handling, transporting, mounting, hanging, displaying and installing art exhibitions
- Knowledge and skills in the protocols of art sales from pricing, cataloguing, negotiating, closing and following up. This includes awareness of current art values and being able to provide advice when needed
- Demonstrable capacity for planning, problem solving and using initiative
- Demonstrable experience with marketing, promotions and social media
- Experience with attracting events sponsorship
- Experience in managing volunteers or guest curators
- Project management experience - particularly related to building renovations and alterations
- General building management experience
- Awareness and experience of OHS requirements - particularly related to hazards, such as hazardous chemicals and manual hazards
- General administration experience and management of finances
- Skills with IT, database, website, software, and digital media skills
- Collaboration and teamwork skills and experience/ proven capacity to work constructively in small team environments
- Well-developed interpersonal, communication and conflict resolution skills
- National Police Clearance
- Drivers Licence
- Working with Children Check (or the ability to obtain one)
- Responsible Service of Alcohol Certificate
- First Aid Certificate (or the ability to obtain one)
- Working at Heights Certificate (or the ability to obtain one)

##### **Desirable**

- Experience working in the not-for-profit sector.

#### **5. RELATIONSHIPS**

- The position works closely with the CEO on operationalizing strategic initiatives
- The position works alongside other staff on a day-to-day basis including external bookkeeper, membership, communications and marketing, education officer and consultants
- Externally, the position has strong relationships with Artsource members, tenants, exhibiting artists, clients, the business community and general public.

## **6. PERFORMANCE**

The performance of the Operations Manager is reviewed annually by the CEO and includes consideration of:

- Execution of the responsibilities, as stated above,