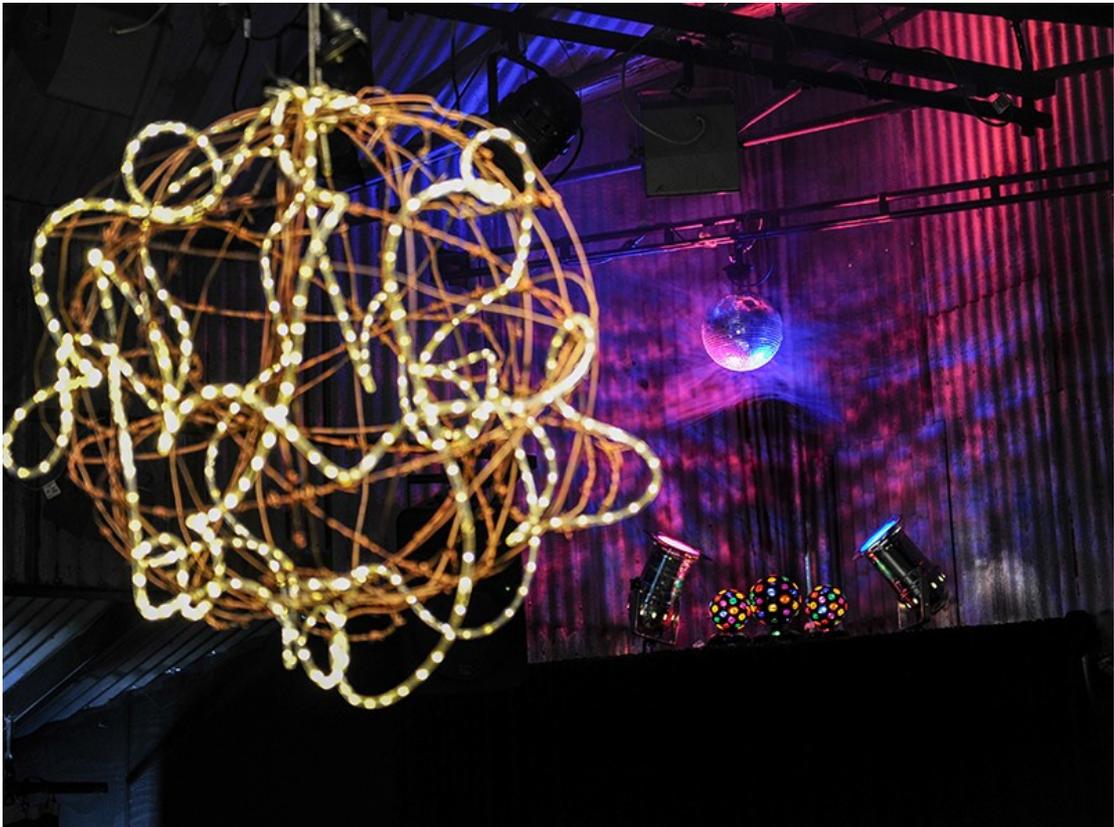


# HotHouse



PRODUCTION & OPERATIONS MANAGER

DEC 2018

## PRODUCTION AND OPERATIONS MANAGER

### POSITION OVERVIEW

The role supports the vision and strategic direction of HotHouse Theatre through all venue and technical activities.

They oversee and implement the delivery of both venue and production-based events and are responsible for the safety and general upkeep of the Butter Factory Theatre, the office, the Splitters Creek Farmhouse and the company's physical assets.

They maintain effective regular communications with HotHouse stakeholders and other members of staff, working with the General Manager and Artistic Director to ensure the delivery of productions, events and high levels of customer service and satisfaction are maintained.

This role is also responsible for the staffing and training of HotHouse casual Back of House and Front of House employees and the training and supervision of the HotHouse Technical Trainee.

Hours: Full Time. 38 Hours per week. Evening and weekend work will be required to accommodate the performance and event schedule of the company. Overtime is managed within the Company's Time Off in Lieu (TOIL) policy.

Salary Package: \$58,528 per annum (plus 9.5% superannuation)  
Leave entitlements in accordance with the National Employment Standards (NES) including 4 weeks annual leave per annum  
5 days additional paid leave (RDO).  
Complimentary tickets to HotHouse productions in accordance with Company Policy.

Terms: 24 months.  
Reporting to: General Manager & Artistic Director  
Start date: 1st February 2018

### Key Relationships

- Direct reports: Full time Technical Trainee, Casual Front of House and Technical Staff and contractors
- Internal Relationships: Other Hot House permanent staff. Working closely with the Artistic programming producer for the delivery of Hot House Events and Projects and the Administration Coordinator regarding the requirements for hirer requirements, venue bookings, stock and staffing needs.
- External Relationships: Hirers, Touring Production Staff, contractors and suppliers and the general public

## POSITION DESCRIPTION

HotHouse activities and productions (including external hires of venue/equipment)

- Manage all operational elements to ensure positive experiences for both customers and clients including staffing of events.
- Coordinate all aspects of venue operations and facility management to ensure the safe operations of the Butter Factory Theatre including, Front of House operations and technical department including equipment maintenance.
- Oversee the development of technical staff, front of house (FOH) staff and physical resources for the successful operation of performances, functions and events.
- Effectively plan for production requirements including budgeting and scheduling for all productions and other artistic activities in the year.
- Act as chief warden and venue manager for HotHouse projects and hirers as required, and overseeing the rostering of appropriate casual staff.

Technical and Building Management

- Ensure all fittings, furniture and venue technical equipment and additional Hot House storage areas are maintained and organized to an agreed standard through planned maintenance programs. Provide immediate repairs, planned maintenance cycles, and renewals as required working in conjunction with the building owner (City of Wodonga) and external contractors.
- Manage and maintain registers of assets, building services and cyclical maintenance.
- Plan for upgrades of building and technical equipment within the scope of Hot House Theatre responsibility.

Staff Management

- Provide leadership and supervision to technical and FOH staff, encompassing day to day guidance and support to team members.
- Responsible for engaging and the development of the entire operations team including responsibility of rostering and training.
- Encourage and develop the skills of the technical trainee in the operation of productions. This may involve arranging secondments and facilitating and/or conducting on the job training.
- Oversee the completion and collection of event reports, time sheets, and other documentation as required.
- Develop and implement processes and procedures to facilitate excellent and timely communication within the organisation.
- Work with the operations team to develop a strong team ethic in line with the goals of the organisation

OH&S, Policies and Procedures

- Coordinate in conjunction with the General Manager, the HotHouse Emergency Control Organisation including bi-annual Emergency Planning Committee meetings.
- Responsible for formulation and implementation of policies and procedures relating to the operation staff activities, theatres generally, safety in the workplace, hazard identification and risk assessment, duty of care for patrons, hazardous performance conditions, and for the development of procedural documents relating to these policies.

- Actively seek out opportunities to improve practices and procedures to enhance the overall experience for customers and clients and achieve efficiencies in service delivery.
- Ensure compliance of all staff and contractors with respect to Equal Opportunity policy, procedures and requirements, and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination and supports the diverse skills, backgrounds and values of others.
- Ensure OH&S requirements are met in relation to staff and work areas under the leadership of the position, including:
  - Ensuring safe and proper work practices are employed by staff and contractors in all workplaces
  - Taking all reasonable care in the performance of duties so as to prevent injuries to self or others (including members of the public)
  - Reporting all injuries, accidents, incidents or unsafe conditions in the workplace and co- operating in rehabilitation of fellow employees including reasonable workplace changes and facilitating the early return to work of injured employees

#### Other

- Scheduling, upkeep, security and maintenance of company vehicles, including servicing and repairs as needed within the annual budget.
- Scheduling, upkeep, security and maintenance of the Splitters Creek Farmhouse, including coordinating repairs as needed within the annual budget.
- Scheduling, upkeep, security and maintenance of the HotHouse Offices, including coordinating repairs as needed within the annual budget.
- Managing the hire and loan of equipment to other organizations as required.

#### KEY PERFORMANCE INDICATORS

- Venue and production expenditure is managed within budget parameters and monthly accounts are correct and up to date.
- High level production values are maintained.
- Demonstrated examples of creative problem solving and ability to lead teams when faced with challenges.
- Management of Technical, Bar and Front of House teams and achieving a high level of customer services and satisfaction.
- Safe and Effective operations of the venue with particular focus on times when general public are present.
- Equipment and Venue is well maintained and regularly reviewed. Wear and tear as well as major issues are reported promptly and dealt with in a timely fashion.
- Technical Trainee is guided through process and supported up to the point of completion of certificate.
- Pre-arrival communication is regular and timely to Touring Presenter Companies and Hirers to ensure scheduling of staff and technical needs are met within the ability of the available equipment and resources.
- Deadlines are met and remains calm in high pressure situations.

## **SELECTION CRITERIA**

### **Essential**

- Substantial experience in management of technical theatre and venues, providing a thorough understanding of all aspects of venue operations, including technical disciplines, FOH and building services.
- Experience in management and administration within an entertainment industry environment with an understanding of financial procedures and the management of budgets.
- Ability to plan, organise, set priorities and manage time for oneself and staff, so that organisational resources are optimized and objectives are achieved within a timeframe.
- Advanced knowledge of theatre and workplace health and safety, hazard identification and risk assessment.
- Driver's license.
- Excellent written and oral communication skills including motivating and leading a team.
- A team player who will fit in with our small and dedicated staff.
- Ability to work to strict deadlines, budgets and with diverse stakeholders.
- Capacity to undertake leadership duties.

### **Desirable**

- Qualifications in technical production, arts management or similar.

## **COMPANY INFORMATION**

### Our Vision

A regional community that values new Australian theatre.

### Our Mission

Through the power of new Australian theatre, we explore compelling ideas and inspire our community to embrace creativity.

### Background

HotHouse Theatre has an over 20-year history of presenting and creating theatre works and grew from the Murray River Performance Group which formed in 1979. As one of the last remaining professional theatre companies in regional Australia, HotHouse has a rich and celebrated history in commissioning, producing, nurturing and presenting new, contemporary Australian theatre within a vibrant regional setting. We work and perform in the Butter Factory on Gateway Island which was built in 1928 and converted to a theatre with the creation of HotHouse Theatre in 1997.

As a critical national incubator of distinctive Australian works, HotHouse's investment in artists, audiences and community engages locally and impacts nationally. Currently, through responsive artist development programs and a well-established subscription model HotHouse Theatre:

- Collaborates with other significant organisations to co-commission and co-produce contemporary Australian theatre of the highest standard;
- Partners with Australia's boldest and brightest independent artists and companies.
- Supports artists to develop new work year-round through our unique Month in the Country residency program;
- Presents resonant and culturally relevant touring productions.

HotHouse has had success raising support through a broad range of partnerships and where possible, we co-commission and co-produce when developing and presenting new work. We have strong relationships with our five government funding bodies at commonwealth, state and local levels.

The Company has an annual turnover around \$1M and currently receives recurrent funding from the Australia Council for the Arts, Create NSW, Creative Victoria, Albury City and the City of Wodonga.

HotHouse is an equal opportunity employer who acknowledges that we live and work on Aboriginal land, and pays respect to elders past, present and future.