

# POSITION DESCRIPTION

Position	<b>Manager, Technical Operations</b>
Department	Production and Presenter Services
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024</u> and its successors
Award classification	Administration Grade 6.1
Remuneration	\$121,300 pa, plus 12% superannuation
Terms of engagement	Full time, Ongoing
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	July 2025
Approved by	Chief Executive Officer & Creative Director

## ABOUT GEELONG ARTS CENTRE

We are at the creative heart of Geelong, serving as a vital artery that connects creative industries with community, bridging local stories with global thinking to deliver extraordinary experiences. As a key State cultural organisation - uniquely positioned as the only regional agency of our kind - we combine high-calibre productions with deep local accessibility, creating a space where community members can be on stage one night and in the audience the next.

Through our programming spanning performance, education, commercial productions and creative development, we nurture both established and emerging artists while celebrating the diverse voices of our community. Our recently completed \$180m Little Malop Street Redevelopment marks an exciting evolution in our journey, expanding our capacity to serve as a creative hub that is profoundly local yet globally relevant. From our innovative Creative Engine initiatives supporting local artists to our dynamic performance seasons and commitment to First Nations voices, we stand as a beacon for artistic excellence and cultural connection in the G21 region.

## OUR PEOPLE

At Geelong Arts Centre, our team embodies four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).



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## OUR VALUES

<b>Bold</b>	We embrace the freedom to challenge the boundaries of our work.
<b>Welcoming</b>	Our smile celebrates inclusiveness and a shared passion for creativity.
<b>Connected</b>	We are proactive in connecting to and engagement with the arts and wider communities, reaching out and facilitating exchange of ideas.
<b>Ensemble</b>	Our team seeks to work 'as one', respecting and valuing the role and contribution of all.

## RELATIONSHIPS

<b>Reports to</b>	Director, Production and Presenter Services
<b>Supervises</b>	Heads of Department, Production Managers and has supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the Technical Operations team. The role works collaboratively with other teams within the Centre to deliver shared goals, experiences and improvement projects.
<b>Internal Relationships</b>	CEO & Creative Director, Directors, People Leaders, Managers, Centre Staff, Presenter Services team, Production Services team, Programming team, Facilities, OH&S and Corporate Services team.
<b>External Relationships</b>	Hirers, Presenters, visiting companies, artists and production personnel. Industry networks, technical education sector providers, system, equipment and maintenance providers and specialist contractors.

## POSITION OVERVIEW

The Manager, Technical Operations plays a pivotal leadership role in delivering the Centre's dynamic, year-round program of performances and events.

Overseeing all technical services - including lighting, sound, AV, staging and automation, this role ensures that every production is delivered safely, seamlessly, and to the highest professional standards.

Responsible for the development and implementation of technical systems, processes, and services, the Manager supports artists, performers, hirers, and presenters in realising their creative vision. This position champions a culture of safety, service excellence, and collaboration, while building and leading a skilled and motivated technical operations team.

With oversight of budgeting, financial management, risk mitigation, and compliance with safety regulations, the Manager drives continuous improvement through robust policies, efficient systems, and strong administrative foundations. This is a key leadership role that combines technical expertise with strategic management to support the Centre's artistic and operational success.

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## PRIMARY RESPONSIBILITIES

### Leadership and People Management

- Lead, support and direct the technical and production teams encouraging a culture of open communication, teamwork and safety
- Foster a positive workplace culture by collaborating across teams and participating in initiatives that support organisational development, staff wellbeing and service excellence
- Develop and implement workforce planning for the technical and production teams including:
  - Training and development of the technical team – compliance and safety, training framework for uplifting capabilities
  - Recruitment needs addressing both short and long term resource planning
  - Explore partnerships with local, state based and other organisations to support skill development pathways
  - Succession and contingency plans in relation to key skillsets
- Maintain strong working knowledge of GAC Enterprise Agreement and Fatigue Management provisions
- Have oversight of the department rostering to ensure cost effective and efficient scheduling to clients, and that department maintenance and training needs are met
- Working closely with the Heads of Department (Audio, Lighting and Vision, Staging and Automation) to ensure departments have the required staffing, training, equipment, and OH&S resources to operate to the highest efficiency
- Ensure the Heads of Department maintain their asset management plans and ensure maintenance requirements are actioned and future infrastructure upgrades identified and planned for
- Proactively lead regular conversations (eg weekly meetings) with the Production Team to identify and evolve processes that impact the delivery of technical services and ensure best practice. The Production Team are the client facing role that manages the relationship with Clients on behalf of the technical department

### Event Delivery

- Plan and deliver technical event leadership – collaborate with internal event delivery teams and liaise with touring companies and promoters to deliver flawless production outcomes
- Develop, implement and evaluate technical services, systems and procedures that provide a high-quality experience to ensure artists, performers, hirers and visiting companies can realise their creative vision
- Provide technical expertise, production and operational information, cost estimates and invoicing and advice to hirers/presenters

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- Oversight planning, delivery, set-up and operation of venue systems and equipment, including audio, lighting, audio visual, production, network, staging and automation for a variety of shows and events
- Provide timely post-production reporting including accounting for charges to hirers
- Optimise financial return to the Centre through the effective use of staff and services by way of recharges and service charges, be accountable for and monitor technical and production services income and expenditure and liaison with third party users
- Seek out and cultivate new client partnerships and strategic opportunities to grow and diversify technical delivery offerings across the venues
- Working closely with Manager, Presenter Services to ensure strategic alignment with departmental goals
- Responsible for the planning, implementation, and operational integrity of all venue systems and technical equipment, ensuring forward planning for routine maintenance and minimal downtime

## Safety and Compliance Practices

- In coordination with the Health & Safety team, develop, implement and manage OHS policy and procedures in relation to all technical and production operations, including provision and maintenance of event risk management plans, emergency procedures and related matters
- Ensure compliance with the OH&S Act 2004 (Vic), associated regulations and compliance codes with regard to technical operations by staff, hirers, volunteers and contractors
- Continually evaluate risk management systems, Safe Work Method Statements and safe working practices, ensuring local work practices operationalise these requirements and staff are inducted and trained in these methods
- Facilitate and provide advice on inductions, risk assessments and inspections as appropriate
- Make recommendations to the Director regarding venue maintenance, improvements and capital works and contribute to annual maintenance program planning and budgeting

## Values, Governance, Safety & Risk Management

- The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values

## Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct

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- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised

Undertake other duties or projects as reasonably requested.

## SELECTION CRITERIA

### Essential qualifications and experience

To be successful in this position, you will have:

- 5+ years experience in the technical management of multifaceted theatre, arts centre or other live performance venue
- Technical understanding of live performance: lighting, audio, staging, rigging and production logistics
- Proven ability to manage projects, competing priorities and manage multiple stakeholder demands
- A deep understanding of the artistic process together with the ability to work with creatives to realise their visions within budget
- Demonstrated ability to lead, mentor, coach and manage a high-performing team
- Sound knowledge of and experience in managing risk, safety and in building operational systems which ensure safe and effective technical support for artists, performers and hirers
- Ability to work within in a high-pressure environment and demonstrated ability to successfully manage competing stakeholder needs in an outcomes focused environment
- Strong level of computer competency to oversee and support daily organisational needs including Microsoft Office, Vectorworks, Adobe, Qlab
- Strong administrative skills and proficient in maintaining detailed written and electronic records, policies and procedures
- Experience working with Enterprise Agreements/Awards and in preparing rosters, timesheets and labour charges
- Proven ability to influence and sustain professional relationships with both internal and external stakeholders

### Desirable qualifications and experience

- Relevant qualifications or certifications in theatre technical and production or a related field which may include safe use of theatrical staging, lighting, audio, intermediate rigging and flying operations and AV



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## Special requirements

- Flexibility in working hours to support daytime, evening, and some weekend work will be required as part of the normal hours of duty for this position.
- The following checks, licences and certifications are required for this role:
  - Current and valid Working with Children's Check (employee)
  - Current Victorian driver's licence (advising any qualifications, conditions or restrictions)
  - Mental Health First Aid certificate to perform as a Mental Health First Aid responder. Training will be provided by Geelong Arts Centre on an as needed basis.

It is the responsibility of the employee to provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain the currency of these checks, licences and certificates for the duration of their employment with Geelong Arts Centre.

## CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

<b>Service culture</b>	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
<b>Shaping strategic direction</b>	Conceptualises and defines strategies to achieve organisational goals; understands environmental trends and integrates this knowledge into business strategies focused on value, revenue, quality, people, efficiency and investment.
<b>Navigating complexity</b>	Proactively and quickly makes sense of complex issues; effectively responds to difficult or ambiguous situations; making clear, well-reasoned and timely decisions that have a significant impact on the organisation.
<b>Inspiring results</b>	Translates strategic priorities into operational reality; inspires outcomes through others.
<b>Collaboration</b>	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.
<b>Creating and innovating</b>	Explores concepts and insights, generates new ideas and innovative solutions, translates creative ideas into workplace improvements.
<b>Exercising sound judgment and critical thinking</b>	You seek out innovative solutions, work creatively and leverage resources to achieve results. We engage with risk and opportunities with a problem-solving approach. We make clear, transparent and principled decisions and commit to action in a timely manner.



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## DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

## INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.