

**POSITION DESCRIPTION, FESTIVAL OPERATIONS MANAGER
THE SYDNEY FRINGE FESTIVAL**

Title:	Sydney Fringe Festival Operations Manager
Reports to:	Programs Manager
Key areas:	To ensure the efficient and successful operational delivery of the annual Sydney Fringe Festival and associated events.
Status:	Fixed Term Contract. Full Time. April-October 2023
Salary:	\$75,000 plus superannuation pro-rata
Location:	Marrickville, NSW

Background

The Sydney Fringe Incorporated is a cultural industries organisation and advocacy group for the live arts and music sectors. The Sydney Fringe Festival was established in 2010 (www.sydneyfringe.com) and has received widespread industry support and engagement from the artistic community.

Assisting artists is at the forefront of everything we do. The Fringe offers a professional platform from which emerging, early-career and professional artists can promote their work to new audiences. The Fringe strives to ensure that all artists have a positive Fringe experience. We believe that Sydney's independent artists are what make this city so great, and as such we are dedicated to promoting the independent sector to Sydney's mainstream audiences.

To create a terrific Fringe experience for artists it is vital that care is also taken to maintain venue relationships and strive for audience satisfaction. The Sydney Fringe team goes to extreme lengths to ensure that audiences, artists, and venues have a successful festival experience; this is the essence of what makes the Sydney Fringe so unique and is essential to the success of our festival.

Our Values

Expression; Access; Connection; Integrity; Collaboration

Role overview

The Festival Operations Manager reports to the Programs Manager.

The Operations Manager is responsible for the management and coordination of all production, operational, logistic, and technical aspects in the preparation, planning and implementation of the Sydney Fringe Festival. The position will advise on the production strategies and actions necessary to deliver a compliant event: on time, within budget, and adhering to all safety requirements.

This is a hands-on role that manages the operations required to successfully deliver the annual 6 weeks arts festival including but not limited to: Managed Venues/Festival Hubs, Satellite Venues, Key Events and Partner Activations and the Open Access Program. The role works closely with the Programs Manager, Key Events Producer, Business Manager and Sydney Fringe Management team to service the key constituents of the Sydney Fringe Festival – the Artists/Presenters, Venues, Activation/Events partners.

Key Responsibilities and Duties:

Artists and Venues

- Work with the Programs Manager to ensure that all operational elements of Managed Venues, Festival Hubs, Satellite Venues, and the Open Access program are delivered on time, within budget and meeting all WH&S, and safety compliance requirements.
- Work with the Key Events Producer to ensure that all operational elements of Key Events and Partner activations are delivered on time, within budget and meeting all WH&S, and safety compliance requirements.
- Participate in weekly meetings with the Programming team.
- Deliver a high level of service delivery to Artists/Presenter and Venues.
- Determine and document space dimensions, dressing room facilities and technical capabilities of managed venues and provide to Programs Manager to communicate to artists in a timely manner.
- Ensure venues and all festival Events comply with WH&S, Building Code, and other relevant legal requirements.

Financial Management

- With Programs Manager and Business Manager, determine costs for activating Managed Venues/Festival Hubs and create venue-specific budgets.
- With Key Events Producer and Business Manager, determine costs for activating Key Events and Partner Activations and create venue-specific budgets.
- With Programs Manager, manage the festival event and production budgets and ensure that all Festival operations are delivered within budget.
- Ensure all financial KPIs and any other targets for the festival operations are met, as established by the Programs Manager and Business Manager.

Event Management

- Maintain the day-to-day management of the production, operation, and technical areas of the festival on schedule and on budget.
- Devise event plans and schedules, ensuring formal, professional event/project management processes are followed and implemented.
- Create opportunities to increase the accessibility of the Festival and ensure that event planning considers access and people with varying abilities.
- Manage all event licenses, approvals, and requirements.
- Ensure all organisational policies and procedures are maintained in the delivery of the festival.
- Manage stakeholder relationships with festival suppliers, venues, and tech providers, in consultation with Programs Manager
- In consultation with the Programs Manager and Key Events Producer, brief the Marketing & Communications Manager on the creation of all venue-specific Signage.
- Oversee the installation of all signage and branded materials in Managed Venues/Festival Hubs, Key Events and Partner Activations.

Contract Management

- In collaboration with the Business Manager, prepare and issue approved contracts, ensuring fully executed supplier agreements are in place for all areas of remit.
- Work with the Business Manager to ensure that all contract commitments are registered, implemented and met with mirroring clauses in subsequent Festival contracts where appropriate.

Risk and Compliance

- Develop, manage, and maintain the festivals Risk Register.
- Undertake formal risk assessments for events and festival activity, then document and implement appropriate risk planning.
- Manage the safe delivery of all technical requirements of the festival activity.
- Be responsible for meeting all relevant DA, government and planning compliances for any Sydney Fringe Festival activations and major events.
- Be responsible for managing the successful operation and compliance of the Sydney Fringe's liquor license and reporting to the liquor licensee.
- Be responsible for producing all relevant Plans of Management as required by Council or the Police.
- Make recommendations to the Business Manager and ensure valid insurances are in place for any festival-produced events.
- Ensure all licenses are in place for festival produced events, for example APRA/AMCOS and PCCA.
- This position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

Technical Management

- Manage all technical requirements of the festival and events, engaging and managing contracted tech providers and managed venue technicians, in consultation with the Programs Manager.
- Source specialist equipment (staging, technical etc.) for all managed venues.
- Manage and work with the Sydney Fringe Production Coordinator to roll out festival technical requirements in all the Managed Venues/Festival Hubs and at Key Events/Partner Activations.
- Manage Sydney Fringe's storage facility and equipment register, ensuring that all equipment utilised in the festival is checked out in a timely manner in good working order and checked back in.
- Oversee annual tag and testing of all Sydney Fringe equipment.
- Ensure that all actions and interactions align with the Festival Director/CEO's vision for the festival.

Administration and Human Resources

- Manage the Production Coordinator.
- Manage all festival contractors and casual staff.
- Manage the recruitment, rostering and coordination of the festival volunteers.
- Assist with the induction of technical, Front of House staff and Volunteers.
- Participate in regular meetings to ensure deliverables are on track.
- Operate and maintain shared folder system, files and procedural documents.
- Gather data for statistics and reporting processes related to programming and events, in consultation with Programs Manager.
- Delivery of all administrative and producing tasks on time and on budget.
- Be contactable at all (reasonable) times including weekends from pre-production to the conclusion of the festival.

Skills and experience

- Demonstrated high performance experience managing the production and technical aspects of festivals and/or major events.
- Detailed knowledge of all areas of event and festival operations, and the ability to provide support to key stakeholders at all stages of the delivery.
- A deep understanding of the needs of presenters, artists, and venues and the ability to schedule and manage events and activations accordingly.
- Financial and contract expertise and acumen; the ability to plan and maximise the financial viability of all events for stakeholders and for the festival.
- Demonstrated experience in financial management of events and the ability to create, track and reforecast effective budgets.
- Experience liaising with other management staff and managing large teams effectively.

- Ability to create, maintain, communicate, and execute effective project timelines.
- High level proficiency with Excel and project management software.
- Advanced reporting skills.
- Proactive approach to workload, with advanced skills in prioritising and managing competing deadlines.
- Ability to devise and improve operational systems necessary to sustain and grow Sydney Fringe's event operations.
- Detailed understanding of event production compliance including but not limited to: Council approvals, event licensing, risk planning and execution.
- Proven track record in positive stakeholder management of government agencies, property owners, licensees and sponsors.
- Ability and willingness to use in-house organisational and business systems with high levels of proficiency and problem solving.
- A demonstrated ability to deliver on target and on time and to motivate others to do likewise.
- Experience working within a not-for-profit environment with a flexible work ethic and ability to work within limited funding and to minimise costs.

Personal and interpersonal Skills

- Ability to multi-task and manage large workload and volume of enquiries.
- Ability to work within a small team as well as the ability to work autonomously and contribute creatively.
- Ability to communicate clearly, professionally, and effectively with presenters, artists, venues, contractors, festival partners (including government stakeholders and corporate partners) and other key stakeholders.
- Ability to be a team player and to be pro-active when required.
- High emotional intelligence.
- Strong negotiation skills.
- Excellent attention to detail.
- Willingness to work flexible hours for effective Festival delivery.
- Strong problem-solving skills, with a solutions-based approach.
- Attention to detail and accuracy.
- Exceptional interpersonal and verbal communication skills.
- Strong planning and time management skills, with a proactive approach to managing competing tasks and priorities and work to deadlines.
- Technically proficient with computers, software systems and IT generally.
- Enthusiasm and a positive attitude, together with an ability to be a team player.
- Values consistent with the goals and philosophy of The Sydney Fringe.

Qualifications and Experience

- Minimum 5 years' experience in successfully producing cultural events, festivals or similar and/or large-scale event management.
- Demonstrated background in working in arts/culture and/or entertainment/events sector.

- A highly developed contacts base in the local area with established relationships is highly desirable.
- Detailed understanding of the Independent Arts sector in Sydney.

Selection Criteria

- At least three references attesting to ability to work effectively and efficiently with artists and venues.

Direct Reports

- Production Coordinator
- Technical staff
- Bar staff
- Venue Managers
- Front of House staff
- Volunteers

Judgement and Decision Making

The Operations Manager is required to exercise judgement and make decisions commensurate with the service delivery obligations particularly in regard to all aspects of event management and delivery.

The Operations Manager is expected to be self-managed whilst reporting to the Programs Manager and working closely with the broader team of Managers, contractors, interns, volunteers and casual staff. The Festival Director/CEO must be kept informed, engaged and be provided the ability to consider and approve or otherwise on all matters that concern the delivery of the festival.

How to Apply

Applications should respond to the Position Description, and selection criteria and include:

- A covering letter addressing the selection criteria and current CV (no more than 4 pages total)

OR

- A video or audio recording of up to 10 minutes long addressing the selection criteria, your experience/background and why you would be a good fit for the role.

Applications should be emailed to hq@sydneyfringe.com by 5pm on Friday 3 February 2023. Please ensure that the subject of the email reads as "Operations Manager application: name of applicant".

Written applications should be a PDF or Word document with your name and the position title as the document's name. For large video or audio files please provide a Dropbox, Google Drive or similar link to the file.

Should you have any further questions regarding this position, or seek to submit your application by a different method more accessible to you, please contact the Sydney Fringe Festival Business Manager, Zoe Davies: hq@sydneyfringe.com or call 02 7813 4527.

Diversity and Opportunity

Sydney Fringe provides equal access to all applicants for positions without regard to race, colour, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information or marital status.