

NATIONAL FOLK FESTIVAL

OPERATIONS MANAGER

DUTY STATEMENT & SELECTION CRITERIA



Position Outline

Reports to:	Managing Director and Board of Management
Position type:	Part time (60 h/p fortnight) (4 days per week)
Duration:	To 30 June 2012 (with provision for extension)
Salary:	\$64,458.76 Pro Rata per Annum + 9% SGC

The Operations Manager reports to the Managing Director, liaises closely with the Production Manager, and plays a central role in both the organisation of the Festival as an annual event, and in the ongoing running of the Festival as a company.

The Operations Manager has responsibility for all operational issues before, during and after the Festival and is required to manage various stakeholders.

The Duties of the position set out below will form the basis of selection criteria for the position and the basis on which performance in the position will be assessed annually by the Managing Director and Chair of the Board Staffing Sub-Committee.

This Position requires work to be done outside of regular office hours to meet the needs of the Festival.

Duties

- Coordinate, prepare and communicate plans for Emergency Operations, including the development of an Emergency Management Plan, liaison with Emergency Services and onsite volunteer warden evacuation training
- Development of Traffic Management Plan in consultation with local government authorities and management of contractors
- Preparation and submission of Liquor Permit to Office of Regulatory Services, including the negotiation of dispensation conditions and management of onsite liquor sales
- Development of Environmental Plan in consultation with Exhibition Park in Canberra, including Noise Management and Liquid Waste Management strategies and their approvals with Environmental Protection Agency
- Development of Work, Health & Safety (WHS) Management Plan and associated training/inductions for volunteers, performers and contractors
- Consultation and liaison with key staff members regarding WHS systems

- Coordination and communication of Risk Management Plan to internal and external stakeholders, upper management and key staff managers
- Management and liaison with consultant specialists in the areas of Emergency Management, Work Health & Safety and Risk Management
- Appointment and consultative planning with NFF Security provider including reporting structures, incident management and communications
- Management and liaison with First Aid provider, including services required, strategy, incident management and communications
- Contribute to festival policy in consultation with internal NFF management
- Initiate and manage a series of pre-festival Operations Meetings with key volunteer managers, in the areas of Communications, Venue and Stage Management, Bars, Gates, Patron Support, Festival Office & Info Service
- Management of Disability Services including liaison with Disability Coordinator, site & venue access, camping applications and website info
- Develop access and pre-festival site inductions for EPIC tenants
- Oversee key venue hire agreements, site build schedules & WHS matters in conjunction with Production Manager and Managing Director
- Contract & sponsorship management of key stakeholders and WHS matters in conjunction with the Production Manager & Managing Director

Other

- Provide input into festival publications and A – Z guide for volunteers
- Assist Volunteer Coordinator in the supervising and training of volunteers in particular high risk work, cash handling and RSA duty of care training
- Liaise with the Production Manager in the review and supervision of key contracts, including WHS requirements & collation of safety documents
- Liaison with the Stalls Coordinator regarding onsite WHS requirements and the development safety documentation and required paperwork
- Liaise with volunteer teams and coordinators regarding onsite training in the areas of operations, emergency response and general safety training
- Liaison with the Artistic Director and Artistic Assistant regarding performer WHS requirements and develop a performer induction booklet
- Liaison with the Finance Manager regarding volunteer cash handling training and oversee the development of an online training induction
- Assist the Managing Director with Insurances and WHS related planning
- Undertake research, analysis and report preparation for awards, grants or projects association with the production of the Festival
- Attend post-Festival volunteer Coordinator debriefs as required
- Act as Office Fire Warden and onsite Head Warden during the festival
- Carry out other duties as requested by the Managing Director

General

- As part of the management team, identify and develop timelines and checklists for the different streams of festival operations (eg; performers, volunteers, stalls, ticketing, marketing, deadlines etc).
- As part of the management team be involved in forward planning
- In consultation with the Managing Director develop and manage budgets pertaining to the Festival's operations as well as the overall NFF budget
- As a team member attend regular staff meetings and follow-up requested action items in a timely manner

APPLICATION SUBMISSION

All applications must include

1. A covering letter stating your intention to apply for the position and addressing the selection criteria listed below.
2. A current CV.
3. Information for 2 Referees (Name, Title and Organisation, Relationship to applicant, contact telephone, contact email address).

Please email completed applications to: md@folkfestival.org.au

Applications must be received by **Tuesday 3 January 2012**

SELECTION CRITERIA

General Statement

The National Folk Festival is a successful event because it harnesses the skills and energy of many people including a large and diverse volunteer base; the applicant who fills this position will be expected to work closely with and at times assist in coordinating teams.

In particular the utilizing of a volunteer workforce involves a large degree of Workplace Health & Safety (WH&S) responsibility in conforming to recently harmonised national legislation.

Regular interface is required with regulatory bodies, including the ACT Government Health Protection Service, ACT Roads, the Office of Regulatory Services, the Environmental Protection Agency, ACT Emergency Services and Worksafe ACT, as well as regular interface with the venue management of Exhibition Park in Canberra and contractors in the areas of Security, Safety and Emergency provisions for the festival. The Operations Manager also liaises closely with the Managing Director as the two positions act as Chief Wardens on site at the festival – and report to the Board of the National Folk Festival on all operational-related matters.

It is the responsibility of the Operations Manager, to ensure operational accreditation and compliance in all areas of festival delivery, as well as

ensuring the timely preparation of the necessary operational and emergency planning documents for the festival in accordance with the organisation's timelines.

The Festival is seeking a highly motivated, organized and confident individual for this position and in particular, someone with the necessary experience of operational delivery of large events and a commensurate knowledge of the necessary compliance elements.

In particular, the organisation is looking for someone with current knowledge of recent Workplace Health and Safety (WH&S) regulatory harmonization together with knowledge of WH&S parameters and strong written and verbal communication abilities.

The Festival also aims to develop its employees and will consider an applicant who may not have qualifications but who has the capacity to develop in the position.

The festival occurs over Easter, (5-9 April in 2012). The successful applicant will need to be able to learn quickly in an on-the-job environment as the festival enters its operational phase almost immediately following the Christmas break. The festival team is based onsite for a fortnight during the set-up and bump out phases of the festival over the Easter period.

Selection Criteria - Essential

1. Demonstrated Organisational Skills and Knowledge of Event Delivery

The Operations Manager role requires excellent organizational, planning and timeline management skills in formulating plans and ensuring adherence to necessary regulatory legislation. In particular, recent changes to legislation and the recent national harmonisation of WH&S law, together with recent reviews of event delivery in the ACT conducted by Worksafe ACT, ensure a need for a thorough understanding and clear approach to operational and legislative aspects of major event delivery.

2. Demonstrated Communication Skills

The position also requires diplomacy and an ability to act as a representative of the organisation at a high level in terms of liaison with regulatory bodies and contractors. Successful applicant will have well-developed written and oral communication skills, together with an ability to communicate professionally and effectively with a diverse community of volunteers, colleagues, stakeholders, sponsors, and staff, as well as the range of operational contractors and representatives of regulatory bodies. In terms of the festival network, the role requires patience, tolerance and compassion as well as the ability to assert boundaries where appropriate.

3. Demonstrated ability to work with minimum supervision and produce results consistently and quickly

The nature of the position is often deadline-driven and dictated by timelines. It is important that the Operations Manager has the ability to remain calm and

clear-headed under pressure and is self-motivated and able to work unsupervised during both busy and quiet times during the year. It is also important that the Operations Manager has a very clear independent sense of the timelines for ensuring timely delivery of the necessary plans to satisfy regulatory parameters and operational requirements as well as an ability to understand the Production and Site Management elements of the festival in order to be able to work closely and effectively with the Production and Site Management teams.

4. Ability to Develop and Work within a Budget

It is essential that the Operations Manager has a demonstrated ability to operate within a budget.

5. Demonstrated Ability to Work as a Part of a Team

The success of The National Folk Festival past and future is dependent upon the hard work, commitment, skills and cohesiveness of its operational team. This team includes both paid staff and a large number of volunteers. The applicant must have a demonstrated ability to work well in a team environment of which both the festival and the year-round office environment are intrinsic and crucial elements.

6. Capacity to develop policies

While the Managing Director and Board has overall responsibility for policy setting, the applicant must be able to assist in this process where it pertains to operations and be able to identify the potential impact of policy changes, whether these are initiated internally or brought about by legislative changes.

7. Demonstrated Administration and Computer skills

The National Folk Festival operates in a Mac environment. The applicant must have the confidence and experience to perform a variety of administration tasks utilizing a number of different applications, including Database (Filemaker Pro) experience is preferred as well as producing operational and planning documents in Excel.