

POSITION DESCRIPTION

NOVEMBER 2022

Role: Operations Manager
Department: Operations
Reports to: Director of Operations
Reports: 0

PURPOSE

The Operations Manager supports the Director of Operations in the delivery of the operational aspects of the Company's business and activities. The Operations Manager plays a key role in coordinating inter-department collaboration to enable the successful implementation of Operations responsibilities. The Operations portfolio includes but is not limited to: orchestra scheduling; concert production and delivery; operational advice; venue liaison and relationship management; facilities management; management of third-party vendors; regional education and touring; international touring, event scheduling and budgeting; asset management.

The Operations Manager is responsible for venue bookings and liaison; annual schedule build and upkeep in the Orchestra's planning database OPAS (Orchestra Planning and Administration System); delivery of the annual Draft Roster and other reports from OPAS; implementation of event logistics for all concerts, tours and events; procurement and preparation of budget information for the Director of Operations, and reporting on performance against forecasts. The Operations Manager also provides system and process support to the Director of Operations in the management of company assets, and other operational projects as they arise.

KEY RESPONSIBILITIES

- Manage venue bookings per schedule requirements and maintain currency of information in OPAS
- Arrange and lead regular Operations & Production meetings with key venue staff
- Develop and maintain effective relationships with key venue staff
- Work with the Orchestra Management, Artistic and Production teams to develop and build the annual season schedule in OPAS, and publish the annual Draft Roster
- Arrange and lead regular Roster Review meetings with internal stakeholders, manage Operations department action items and publish the Cyclic and Weekly schedules
- Serve as the designated OPAS Administrator for the Company
- Be responsible for the integrity of the data in OPAS
- Provide training and support to OPAS Users as-needs
- Develop and document OPAS best practice initiatives
- Identify and investigate OPAS system development opportunities, and provide cost-benefit analysis for their implementation
- Liaise with OPAS Software Development Team (Europe) and Fine Arts Software (US) as the programming and training providers to the Company
- Manage software updates in collaboration with the OPAS support team and SSO IT providers
- Undertake logistics for all concerts, touring activities, and other orchestral events

- Tour with the Orchestra as required
- Procure and prepare budget information for the Director of Operations, and work with the Production Manager and Director of Operations to deliver the annual Concerts Budget, and annual Touring Budget
- Monitor and report on final performance against Budgets
- Review invoices ahead of sign-off by Director of Operations
- Record and report on day-to day operational expenses as required
- Work with internal stakeholders to provide system and process support to the Director of Operations for the management of company assets, and other operational projects as they arise.
- Provide general administrative support to the Operations department as required.
- Work with the People and Culture to coordinate annual hearing tests and the Wellbeing program for Sydney Symphony Orchestra employees, managing the venue bookings for sessions.

QUALIFICATIONS & EXPERIENCE

- Minimum two years successful experience as an arts administrator
- Well-developed planning and organising skills
- Sound project management skills
- Attention to Detail
- Ability to prioritise
- Strong written and verbal communication skills
- Ability to work well with creative and artistic people
- Demonstrated success working in teams
- Computer literate, including Microsoft Office, OPAS, familiarity with database software
- Knowledge of Work Health & Safety compliance in live performance
- Knowledge and passion for classical and contemporary orchestral music
- High ethical and professional standards

ELIGIBILITY

The Sydney Symphony Orchestra is an equal opportunity employer; the right to work in Australia; subject to a possible Police Check.

To apply please send a **cover letter and CV** to Kerry-Anne.Cook@sydneyssymphony.com

Applications close **Sunday 4 December 2022** at 11.59pm.

CAPABILITIES

All Sydney Symphony employees must demonstrate the following professional capabilities in their job roles. Depending on the level of job role seniority, employees work towards Foundational, Intermediate, Adept, Advanced or Highly Advanced skills in each capability area through annual performance review assessments and ongoing professional development and coaching from supervisors, mentors and peers.

PERSONAL ATTRIBUTES

- 1. Display Resilience and Courage:** Be open and honest, prepared to express your views, and willing to accept and commit to change
- 2. Act with Integrity:** Be ethical and professional, and adhere to the Sydney Symphony Values
- 3. Manage Self:** Show drive and motivation, a measured approach and a commitment to learning
- 4. Value Diversity:** Show respect for diverse backgrounds, experiences and perspectives



RELATIONSHIPS

- 1. Communicate Effectively:** Communicate clearly, actively listen to others and respond with respect
- 2. Commit to Customer Service:** Provide customer centric services in line with Sydney Symphony service and organisational objectives
- 3. Work Collaboratively:** Collaborate with others and value their contribution
- 4. Influence and Negotiate:** Gain consensus and commitment from others and resolve issues and conflicts



RESULTS

- 1. Deliver Results:** Achieve results through efficient use of resources and a commitment to quality outcomes
- 2. Plan and Prioritize:** Plan to achieve priority outcomes and respond flexibly to changing circumstances
- 3. Think and Solve Problems:** Think, analyse and consider the broader context to develop practical solutions
- 4. Demonstrate Accountability:** Be responsible for own actions, adhere to legislation and policy and be proactive to address risk



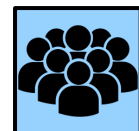
BUSINESS ENABLERS





- 1. Finance:** Understand and apply financial processes to achieve value for money and minimise financial risk
- 2. Technology:** Understand and use available technologies to maximise efficiencies and effectiveness
- 3. Procurement and Contract Management:** Understand and apply procurement processes to ensure effective purchasing and contract performance
- 4. Project Management:** Understand and apply effective planning, coordination and control methods



PEOPLE MANAGEMENT

- 1. Manage and Develop People:** Engage and motivate staff and develop capability and potential in others
- 2. Inspire Direction and Purpose:** Communicate goals, priorities and vision and recognise achievements
- 3. Optimize Business Outcomes:** Manage resources effectively and apply sound workforce planning principles
- 4. Manage Reform and Change:** Support, promote and champion change, and assist others to engage with change



| Capability Group | Capability Name | Level |
|---|---------------------------------------|---------------------|
|  | Display Resilience and Courage | Adept |
| | Act with Integrity | Intermediate |
| | Manage Self | Adept |
| | Value Diversity | Adept |
|  | Communicate Effectively | Adept |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Advanced |
| | Influence and Negotiate | Adept |
|  | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Adept |
|  | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Intermediate |
| | Manage Reform and Change | Intermediate |

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| Personal Attributes Display Resilience and Courage | Adept | <ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations |
| Personal Attributes Act with Integrity | Intermediate | <ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism |

| Group and Capability | Level | Behavioural Indicators |
|---|----------|---|
| | | <ul style="list-style-type: none"> Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct Recognise and report misconduct and illegal and inappropriate behaviour Report and manage apparent conflicts of interest and encourage others to do so |
| Personal Attributes Manage Self | Adept | <ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation |
| Relationships Communicate Effectively | Adept | <ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats |
| Relationships Work Collaboratively | Advanced | <ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| Results Think and Solve Problems | Adept | <ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness |

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| Business Enablers Finance | Intermediate | <ul style="list-style-type: none"> Identify and share business process improvements to enhance effectiveness Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending Consider financial implications and value for money in making recommendations and decisions Understand how financial decisions impact the overall financial position Understand and act on financial audit, reporting and compliance obligations Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these |
| Business Enablers Project Management | Adept | <ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects |