

POSITION DESCRIPTION

Position Title:	Senior Production Manager
Department:	Programming Department
Contract Term:	2 years Full time
Reports to:	Head of Presenter Services
Direct Reports	Production and event staff
Significant Working Relationships:	Internal: Programming, Marketing and Brand, Visitor Experience, Corporate Services and Art Gallery departments. External: Venue Hirers, Supplier contractors, Promoters, Producers, Arts Companies, Creators, Schools and Community
Decision Making/ Purchasing Authority:	Purchasing within delegated limits of authority. Spending of approved and allocated funds. Budget control and reporting. Actions relating to WH&S compliance. A good over view of asset management (replacement, acquisition maintenance contracts).
Special Conditions:	Regular out of hours and weekend work will be required.
Updated:	January 2019

ORGANISATIONAL OVERVIEW

HOTA, Home of the Arts.

Surrounded by parklands and a lake with Surfers Paradise as the backdrop, Home of the Arts is your place for live performances, lake-side strolls, star-gazing, cinema-watching, art and new-ideas. There's a unique outdoor stage for live events and a refreshed cafe for relaxing and connecting. Plus, all your favourites, like our cinemas, theatres and gallery.

Discover art—indoors and out. HOTA is that kind of place—where art meets life.

HOTA's brand-spanking new outdoor stage is like no other. It's at the heart of HOTA and will be a magnet for world-class artists. We believe in community, conversation and creativity, so when we're not presenting amazing live performances, we'll bring the parklands alive. Experience dance or yoga on the green, parkrun around the lake and our popular Sunday farmer's markets, all in one place.

HOTA is the home for all things creative. A home that brings people together where ideas are transformed into real life experiences. A place where art makes the world a better place.

DEPARTMENT OVERVIEW

The Production Team sits within the Presenter Services Unit that comprises teams charged with delivering Production & outdoor event services, Venue Hire coordination and Technical services.

Together with an overall focus on workplace health and safety, the Production Team is key to engaging in superior stakeholder relations to identify and facilitate all production, event and technical requirements needed to deliver the annual program of performances, functions and events across the HOTA precinct.

POSITION OVERVIEW

The Senior Production Manager leads a small team of production and event staff, accountable for the production, technical and event practicalities and requirements of activities whilst maintaining artistic excellence.

In this role, you will work with your colleagues in the Programming Department and act as the main point of contact for all event, technical and production requirements from pre-planning through to staging. You will draw from your experience of working in the arts, bring your motivation to support the realisation of creative endeavour and harness your flexible, can-do, respectful attitude to help deliver strong client relationships through your ongoing contact with a broad cross section of HOTA's presenting companies, corporate hirers and internal stakeholders.

Exceptional communication and interpersonal skills, together with an eye for detail and ability to interpret artistic requirements and translate them into cost effective technical solutions is required for success in this role.

Reporting to the Head of Presenter Services, you will work with your colleagues in the Programming Department to ensure that the delivery of projects exceeds expectations and cements the Precinct's reputation as an exciting and supportive environment for the realisation and presentation of creative endeavour. Above all you will be a champion of arts and culture on the Gold Coast and the growing ambition of the Cultural Precinct.

KEY RESPONSIBILITIES

- Actively lead a small team of production and event personnel with a positive and energetic vigor, responsible for their attendance, workflow, development and motivation.
- In accordance with HOTA policies and agreements, work with the Head of Presenter Services to identify and support staffing resources to meet the needs of the venues that best support the Presenter Services department function in a sustainable, effective and efficient way and meet the delivery of the annual calendar of events.
- Participate in an effective team environment, while always striving to deliver an exceptional collaborative experience to audiences, visitors, presenters and other stakeholders.
- As a key point of contact for presenter and production requirements, it is vital to work collaboratively across the organisation to ensure relevant departments are necessarily briefed to ensure deadlines and workflow integration across HOTA venues is maintained. This requires attendance at weekly operations meetings, reliable communication of information into the central venue booking system and Artifax.
- Maintain close working relationships with the Technical Department to ensure their execution of technical, operational, event and venue specific logistical requirements are coordinated and executed efficiently, effectively and safely. This requires facilitation of effective client meetings, clear communication of technical requirements, accurate scheduling and identification of technician

rostering requirements, sourcing production requirements, staff/client show day briefings and detailed production administration.

- Provide production, event management and technical guidance and cost estimates as part of testing the feasibility of presenting shows at HOTA.
- Develop, implement and maintain best practice policies, manuals and procedures in relation to Presenter Services, production operations and outdoor event management to streamline workflow, create efficiencies and minimize negative impacts felt across other departments.
- Multi-task and self-manage workloads in a deadline driven environment, staying calm and positive under pressure.
- Support project planning requirements for capital works projects as required.
- A collaborative approach, understanding different perspectives and viewpoints and effectively achieving common goals whilst maintaining a flexible attitude to duties and responsibilities.
- Oversee the hire and/or sourcing of production, technical and event equipment, as well as managing processes associated with presenter sourced equipment to maintain a loyal and robust supplier database who share and/or respect the HOTA values.
- Undertake regular training in areas relevant to organisational activity and industry practices.
- Provide support in the development, implementation and evaluation of the Cultural Precinct Reconciliation Action Plan (RAP) across all departments
- Ensure WH&S best practice is incorporated into all operations, including adequate risk prevention measures, practices and assessment
- Other duties as necessary to ensure effective and efficient operations in line with the needs of the organisation, within limits of the employee's skills, competence and training.
- Initiative, patience, creativity, lateral thinking and generosity of spirit.
- A passion for the Arts!

WORKPLACE HEALTH AND SAFETY

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with Home of the Arts' Work Place Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
 - Adhering to WH&S obligations and adopt sound work practices;
 - Following all safe working procedures and practices designed for the work;
 - Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice;
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
 - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

SELECTION CRITERIA

- At least five years' experience in a Senior Production and/or Event Operations role to demonstrate a deep understanding of event, technical and production requirements of the performing arts industry
- Strong leadership skills developed through a background in leading, team building and motivating staff, particularly within a theatrical, production or technical environment.
- The ability to work and communicate effectively with people from a range of professional backgrounds, responsibilities and experience.
- Experience managing risk, WHS and compliance in a production and/or an outdoor event environment.
- Proven ability to build and maintain a culture of exceptional service, continuous review, evaluation and improvement.
- Demonstrated experience in a client facing customer service role in a similar environment, whilst effectively managing competing relationships and workload priorities.
- Computer literacy with ability to use word-processing packages, spreadsheets, and databases.

QUALIFICATIONS/LICENSES

- Ability to read/draw using Autocad / Vectorworks
- Current driver's license
- First aid certificate
- The successful candidate will be required to undergo a Police Check facilitated by HOTA

DESIRABLE

- Forklift licences
- Previous experience using venue and/or event packages (EBMS, Artifax)
- Experience in a multi-purpose /multi-venue environment

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

People and Culture Advisor

P: 07 5588 4090

E: hr@hota.com.au