

RISING :

POSITION DESCRIPTION
SEPTEMBER 2021

ROLE :	OPERATIONS MANAGER
TEAM :	DELIVERY
TERM :	FULL TIME ; FIXED TERM UNTIL JUNE 2022
REPORTING TO :	HEAD OF TECHNICAL SERVICES

RISING

[RISING](#) is a surge of art, music and ceremony in the heart of Melbourne. Taking the place of the Melbourne International Arts Festival and White Night Melbourne, RISING is a major cultural event for the Asia Pacific Region created by a diverse team of local, national and international artists and curators. Interlocking circles of experience and connection will radiate through the night, as the city re-synchronises and is re-energised with public art, performance and music spanning the emerging and iconic, the epic and intimate.

THE ROLE

You will work with the Festival Operations Manager and Project Managers to devise, manage and oversee the operational delivery of the event or specific project including risk management, public safety and Front of House

You will play a role in overseeing the process from conception to delivery, working with the project teams and other key delivery staff to ensure the operational delivery is being fully met, implementing a thorough, efficient and resourceful producing approach that will ensure events are delivered safely and to an exceptionally high standard.

You will contribute to the ongoing discussions around the development of the operational and production resources required for the new Festival delivery. You must successfully maintain and manage a range of external relationships with stakeholders, emergency services, venues, and suppliers.

DAY-TO-DAY, YOU WILL :

OPERATIONAL MANAGEMENT AND PUBLIC SAFETY

- Work closely and collaboratively with the deliver team in all aspects of operational requirements across the festival or with specific projects
- Work with the Delivery Team to plan, scope and manage public safety requirements for Festival Sites
- Work with Operations team to ensure seamless integration of Event Staff, Security, and Front of House operational plans within overarching Risk & Safety framework
- Maintain effective processes for the hard copy and/or electronic documentation of all operational information
- Contribute to the design, implementation, and management of the EOC
- Contribute to and conduct staff briefings for event staff, guest services, and security
- Communicate FOH, Warden, Risk and Security infrastructure requirements to project teams
- Work with Operations and Project teams by managing either festival operations or operations on a project site

RISK MANAGEMENT

- Work collaboratively with the Head of Delivery Planning and Festival Operations Manager in the review and distribution of the Principal Risk Assessment, Safety & Emergency Management Plan, Risk Register and Framework and all other associated OHS & Risk documentation as required by the events
- Ensure all Health and Safety procedures are followed and ensuring compliance with the risk assessment and associated procedures across the event
- Work collaboratively with the Head of Delivery Planning, Festival Operations Manager and Project Managers in the development of Pedestrian, Traffic Management and HVM Operational Plans
- Participate in Emergency Management Readiness Exercises

EVENT DELIVERY

EOC Operations Manager

- Attend the Event Operations Centre (EOC) on nominated nights during the festival
- Liaise with other staff and stakeholders, both within and external to the EOC, in accordance with the event protocols
- Provide general communications and logging support as required
- Contribute to content of nightly report within designated area of responsibility

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- Attend daily debriefs to address any issues or incidents encountered and initiate appropriate response actions

Site Operations Manager

- Coordinate Site Operations including Security, Traffic Management, Medical Services, FOH and Cleaning across site and fulfil the role of Area Warden
- Liaise with other staff and stakeholders, both within and external to the EOC, in accordance with the event protocols
- Contribute to content of nightly report within designated area of responsibility
- Attend and conduct daily debriefs to address any issues or incidents encountered and initiate appropriate response actions

GENERAL

- Build and maintain solid, effective, and mutually beneficial working relationships with Festival authorities, venues, suppliers, and participants
- Ensure collaborative and amicable relationships with internal stakeholders including peers, staff and creative partners
- Comply and respond to all Festival procedural, administrative, and operational guidelines and instructions
- Ongoing development of Monday.com as a planning tool and other data systems and documentation used in implementing the festival
- Ensure all relationships within the project are cooperative, supportive, enthusiastic, team-orientated and effective
- Ensure any changes or problems that have budgetary impact are relayed promptly (and with recommendations) for approval and authorisation
- Provide a written report detailing any recommendations for future events
- Attend debrief meetings as required
- Contribute to the delivery of RISING's FairPlay Equity Action Plan as appropriate for your role
- Perform related duties as assigned, within your scope of practice

SKILLS YOU'LL NEED :

- Industry: Broad knowledge and experience in the presentation of events across the full spectrum of the Arts (including theatre, dance, opera, music, outdoor and visual arts)
- Operations: Experience in planning and implementation for operational delivery of events and/or festivals including the creation/implementation of public safety measures
- Health & Safety: Strong knowledge of Occupational Health and Safety and Risk Management systems, documentation and reporting lines
- Relationship Management: Experience in relationship and stakeholder management including emergency services, government, and council authorities
- Process Improvement: Demonstrated experience in process improvement, providing process clarity, and process documentation. Advanced experience with MS Office (Outlook, Word, Excel, OneNote). AutoCAD, Vectorworks and database systems experience desirable
- Time Management and Planning: Demonstrated capacity to effectively plan and meet deadlines

LOCATION

Subject to State Government Covid-19 travel and working from home (WFH) restrictions, the position operates from the RISING office, Level 2, 377 Lonsdale Street, Melbourne. RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place.

ACCESS

RISING is a festival aspiring to be a cultural leader in diversity and inclusion. We want our organisation and program to be a true reflection of our city representing people of diverse abilities, cultures and backgrounds. We encourage applications from First Peoples, those who are culturally and linguistically diverse, and people who have a disability or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email jobs@rising.melbourne.