



POSITION DESCRIPTION

Head of Operations and Business Development

Position Details	
Position Title:	Head of Operations and Business Development
Award / Level:	LGA Level 11
Department:	Operations and Business Development
Employment Type:	Permanent Full-Time – 38 hours per week
Reports To:	Chief Executive Officer and Artistic Director

Position Purpose
PP&VA is a small, passionate and dedicated organisation that exists to serve our community through art, music and culture. While each role has its own focus, we achieve our purpose by working together. Employees are encouraged to look for opportunities to support colleagues and collaborate across teams, so that as a whole organisation we can offer the best possible experience to our artists, audiences and customers. The Head of Operations and Business Development is a senior leadership role responsible for the integrated operational performance of PP&VA's two venues: The Joan Sutherland Performing Arts Centre and Lewers: Penrith Regional Gallery. The role provides direct leadership to venue operations and production functions across both sites, ensuring that every performance, event, exhibition and hire is delivered safely, efficiently and to the highest standard. Reporting to the CEO and Artistic Director, the Head of Operations and Business Development translates strategic direction into operational reality. The role is responsible for building a high-performing, accountable operations team; managing venue infrastructure, production capability and technical delivery; and driving a culture of continuous improvement across all venue functions. The position holder plays a critical role in organisational resilience, resource stewardship and the ongoing development of PP&VA's earned revenue streams through venue hire and events. This role requires a leader who is as comfortable managing a technically complex production as they are mentoring a team, reviewing a budget or representing PP&VA to a commercial hirer. It demands strong organisational judgment, clear accountability and a commitment to the communities PP&VA serves.

KEY RESPONSIBILITIES AND OUTCOMES

Note: This role includes any other reasonable duties within the scope of the role, aligned with these responsibility areas and PP&VA's operational needs. The position holder is required to comply with all PP&VA policies, procedures and legal obligations, including WHS, Code of Conduct, Child Safety, records and information management, and other governance requirements relevant to PP&VA operations.

1. Operational Leadership Across Both Venues

Major Tasks

- Provide integrated operational leadership for The Joan and Penrith Regional Gallery, ensuring both venues operate safely, efficiently and in alignment with PP&VA's strategic and artistic direction.
- Establish and maintain consistent operational standards, procedures and service expectations across all venue functions, including FOH, BOH, technical, events and facilities.
- Develop and implement efficient service and staffing models that balance safety, service quality and financial sustainability across both sites.
- Oversee the preparation and delivery of The Joan venue calendars, ensuring production schedules, venue hires and events are sequenced, resourced and communicated effectively.
- Act as the primary escalation point for operational issues across both venues, exercising sound judgment and decisive action to resolve problems with minimal disruption.
- Collaborate with the CEO and Artistic Director, programming and gallery leadership to ensure operational capacity supports the artistic, commercial and community program.
- Monitor and report on operational KPIs, driving continuous improvement in safety, efficiency, audience experience and revenue performance.

Performance Measures

- *Both venues operate to agreed FOH and BOH service standards, with audience and hirer feedback reflecting a consistently high-quality experience.*
- *Operational issues are identified, escalated and resolved in a timely manner, with minimal impact on performances, events or visitor experience.*
- *Venue calendars are current, accurate and effectively communicated to all relevant teams.*

2. Production and Technical Management

Major Tasks

- Oversee the planning, scheduling and delivery of all production and technical requirements for performances, events, exhibitions and hires at The Joan, working closely with producers, artists and partners to ensure shows are delivered safely and to expectation.
- Ensure the technical team has the resources, systems and support required to deliver high-quality production outcomes across all programming streams.
- Maintain and develop PP&VA's technical infrastructure, including staging, AV, lighting, rigging and related systems, ensuring equipment is current, safe and fit for purpose.
- Review and approve production riders, technical specifications and event briefs, ensuring alignment with venue capability and budget.
- Maintain relationships with Penrith City Council as the owners of the key assets that PP&VA operates out of.
- Maintain relationships with key technical suppliers, hirers and production companies, positioning PP&VA as a venue of choice for external promoters and producers.
- Ensure all production activity complies with relevant WHS legislation, licensing requirements and industry standards, including the Live Performance Australia guidelines.

Performance Measures

- *Productions and events are delivered on time, within budget and to the technical standard required by the production agreement or hirer brief.*
 - *Technical infrastructure is maintained to a safe, functional and contemporary standard, with a documented maintenance and upgrade schedule.*
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- *Hirer and producer feedback reflects confidence in PP&VA's technical team and production capability.*
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3. People Leadership and Team Development

Major Tasks

- Provide direct line management to the Facilities Manager; Presenter Services Manager; Technical Manager; and Venue Associate and through them to the broader venue operations team.
- Build a high-performing, accountable operations team through clear goal-setting, regular feedback, structured performance reviews and a commitment to staff development.
- Foster a culture of ownership, collaboration and continuous improvement, modelling the values and standards expected across the operations function.
- Lead workforce planning for the operations function, including the development of staffing models that are safe, service-focused and financially sustainable, alongside rostering strategy, casual labour management and succession planning for key operational roles.
- Manage performance issues promptly and constructively, in line with PP&VA policies and industrial obligations.

Performance Measures

- *All direct reports have current performance plans and receive regular, documented feedback.*
 - *Staff surveys and retention data reflect a motivated, stable operations team.*
 - *People management processes, including onboarding, performance planning and grievance handling, are completed within required timeframes and in line with PP&VA policy.*
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4. Venue Hire and Earned Revenue

Major Tasks

- Take operational accountability for the delivery of PP&VA's venue hire program, ensuring all hires are staffed, resourced and delivered to the standard required by each agreement.
- Work with the CEO and relevant teams to identify and pursue opportunities to grow venue hire revenue, including the development of new hire packages and market positioning.
- Ensure hire agreements, event documentation and client briefings are accurate, current and aligned to PP&VA's pricing and operational policies.
- Maintain strong client relationships with key hirers, acting as an escalation point for any operational concerns and ensuring repeat business is actively nurtured.

Performance Measures

- *Venue hire revenue meets or exceeds budgeted targets, with a focus on profitability.*
 - *Hirer satisfaction is reflected in repeat bookings and positive feedback.*
 - *Hire documentation and client communication are completed accurately and within agreed timeframes.*
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5. Facilities Management and Work Health and Safety

Major Tasks

- Maintain overall responsibility for the physical condition, safety and presentation of both venue sites, including coordination of preventive maintenance, building works and contractor management.
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- Develop and implement a structured maintenance schedule across both sites, ensuring issues are logged, prioritised through Penrith City Council and resolved in a timely manner.
 - Serve as PP&VA's primary WHS lead for the operations function, ensuring all risk assessments, incident reporting and safety procedures are current and complied with across both venues.
 - Ensure emergency procedures, evacuation plans and venue safety documentation are current, tested and communicated to all relevant staff and contractors.
 - Manage contractor inductions, site safety requirements and compliance documentation for all third-party service providers working across PP&VA's sites.
 - Liaise with Penrith City Council, building managers and relevant authorities on maintenance, compliance and capital works as required.

Performance Measures

- *Both venues are maintained to a safe, clean and functional standard, with no unresolved safety hazards.*
- *WHS documentation, risk assessments and incident reporting are completed within required timeframes and in line with legislative obligations.*
- *Maintenance schedules are current and tracked, with issues escalated appropriately to the CEO and/or relevant authority.*

6. Financial Management and Budget Accountability

Major Tasks

- Prepare and manage the operational budget for the venue operations function, including staffing, maintenance, production and venue hire cost centres.
- Monitor expenditure against budget on a monthly basis, identifying and reporting variances to the CEO and CFO in a timely manner.
- Ensure all procurement, purchasing and contractor engagement within the operations function complies with PP&VA's financial delegation and procurement policies.
- Contribute to the annual budget development process, providing evidence-based proposals for operational expenditure, capital investment and revenue projections.
- Identify opportunities to reduce operational costs or improve revenue performance without compromising quality or safety.

Performance Measures

- *Operational budgets are developed and submitted within designated timeframes and in line with PP&VA financial policies.*
- *Monthly budget reporting is accurate and variances outside 5% are communicated to the CEO promptly.*
- *Procurement and expenditure decisions are made in line with delegated authority and documented appropriately.*

7. Strategic Planning and Organisational Contribution

Major Tasks

- Contribute to PP&VA's strategic and business planning processes, providing operational insight to inform artistic and organisational decision-making.
- Prepare and deliver operational reporting for the CEO and PP&VA Board as required, including contributions to the Annual Report, Delivery Program and any relevant acquittal processes.
- Represent PP&VA in external forums, industry networks and stakeholder relationships relevant to the operations and production function.
- Identify and implement improvements to operational systems, workflows and processes, drawing on sector best practice and emerging opportunities.
- Support the CEO in the implementation of PP&VA's restructure and any future organisational change processes, ensuring continuity of operations throughout transitions.

Performance Measures

- *Reporting contributions are delivered accurately and within agreed timeframes.*
 - *Operational insights are actively contributed to strategic planning and budget processes.*
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- *PP&VA's operational reputation with industry peers, hirers and stakeholders is strong and improving.*
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8. Serving Our Community, Audiences and Colleagues

Major Tasks

- Provide effective, respectful service to patrons, visitors, audiences and the wider community.
- Model a culture of collaboration, care and high standards in all interactions with colleagues, artists and external stakeholders.
- Present a positive, professional image of PP&VA, The Joan and the Gallery in all interactions, internal and external.

Performance Measures

- *A considered and professional approach is demonstrated consistently across all stakeholder interactions.*
- *Colleagues and direct reports report feeling supported, informed and respected.*
- *Personal presentation and conduct reflect the standards expected of a senior leader within the organisation.*

Qualifications, Experience and Skills

Essential

- Demonstrated senior leadership experience in venue operations, production management or a related discipline within the performing arts, events or cultural sector.
- Proven ability to lead and develop multi-disciplinary teams across complex, multi-venue or multi-program environments.
- Strong technical production knowledge, including experience with staging, AV, lighting, rigging and related systems in a performing arts or live events context.
- Demonstrated experience in the acquisition and retention of venue hire and other business relationships.
- Demonstrated experience in budget management, financial reporting and the oversight of earned revenue streams, including venue hire.
- Sound knowledge of Work Health and Safety legislation and its practical application in a venue or events environment.
- Excellent written and verbal communication skills, including the ability to prepare reports, briefings and correspondence for senior leadership and board audiences.
- Experience managing contractor relationships, facilities maintenance programs and capital works coordination.
- Proficiency in Microsoft Office and relevant venue management, ticketing or scheduling software systems.

Desirable

- Tertiary qualifications in event management, technical production, business management or a related field.
- Experience working within a local government, statutory authority or publicly funded arts organisation.
- Familiarity with the Live Performance Australia (LPA) Award and relevant NSW industrial instruments.
- Demonstrated understanding of the Western Sydney arts and cultural landscape and its communities.
- Current First Aid certificate (or willingness to complete at business expense).
- Responsible Service of Alcohol certificate (or willingness to acquire).

Key Competencies

- Operational leadership and accountability
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- Strategic thinking with a bias for execution
- People development and performance management
- Financial literacy and budget stewardship
- Sound judgment under pressure
- Stakeholder management and relationship building
- WHS and risk management
- Clear, direct and constructive communication

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Belong Here	☐ I show up as myself and make space for others to do the same. ☐ I recognise that Western Sydney is who we are, not just where we are. ☐ I am honest about what I don't know and curious about what I don't understand. ☐ I treat everyone who walks through our doors as someone who belongs here.
Choose the Harder Thing	☐ I do what is right, not what is easy. ☐ I stand up for the work, the artists, and the community, even when it is uncomfortable. ☐ I raise difficult issues rather than avoiding them. ☐ I hold myself and others to a high standard.
Own It	☐ I take responsibility for my work and my decisions, whatever the outcome. ☐ I follow through on what I say I will do. ☐ I do not wait to be told when something needs doing. ☐ I operate within my delegations and escalate when I am unsure.
Raise the Standard	☐ I pursue quality in everything I do. ☐ I am creative and look for better ways of working. ☐ I give and receive feedback constructively. ☐ I represent PP&VA with professionalism and pride.
Build to Last	☐ I think beyond my own role and consider the long-term health of the organisation. ☐ I support sustainability and the wellbeing of future communities. ☐ I contribute to a culture where others can do their best work. ☐ I uphold social justice principles in all that I do.