

# Team Leader Cultural Venues

<b>Directorate</b>	<b>Department</b>
Connected Communities	Active & Creative Communities
<b>Position No</b>	<b>Enterprise Agreement Classification</b>
CBC04	Band 6
<b>Reports To:</b>	<b>Direct Reports</b>
Coordinator Arts & Cultural Services	Administration Officer Box Office and Administration Officer Senior Theatre Technician Casual Theatre Technicians Casual Theatre Event Staff

### What we trust you to deliver

The Team Leader Cultural Venues is responsible for effectively managing the venue operations, business administration, community engagement and programming of Knox Community Arts Centre and Ferntree Gully Community Arts Centre venues.

### What you will need to thrive

- Experience and proven success in programming an annual program for a performing arts venue and visual arts venue of internal and external programming content including innovative and engaging performances and local program partnerships;
- Excellent interpersonal and communication skills for liaising with a range of stakeholders including customers, community, arts organisations and industry professionals;
- Proven administration and financial management skills including budget management, identifying and applying for external funding opportunities, management of capital works budgets, effective management of venue hire, booking systems, procurement and contractual agreements;
- Experience in maintaining asset management ensuring auditing, maintenance and future planning of assets and coordination of venue emergency management and operational management plans;
- Well-developed leadership skills in the successful management of staff, consultants and contractors.

### What success looks like

1. Coordinate the overall planning, development and delivery of programs, services and special events for the Knox Community Arts Centre and the Ferntree Gully Community Arts Centre including managing the scheduling of an annual performing arts program, including professional, emerging, touring and locally developed shows and scheduling a semester based creative arts program with genres reflective of audience profiles and community need;
2. Develop and maintain strong networks and partnerships with performing arts producers and agencies, such as the Victorian Association of Performing Arts Centres (VAPAC), Regional Arts Victoria (RAV), and independent producers to ensure the delivery of relevant and innovative programming to Knox, while providing accessible and professional venue hiring arrangements for community groups, performing arts organizations, and school

groups. Foster positive stakeholder relationships through clear communication, professional advice and marketing support;

3. Identify and maintain positive Community and Council stakeholder relations and program partnerships with local arts, theatre and cultural groups/services, Knox Arts and Culture Committee, Eastern Regional Libraries, and a variety of internal units to foster collaborative community engagement efforts, enhance cultural offerings and strengthen connections;
4. Monitor and manage the programming, operational, capital works and maintenance budgets for Knox Cultural Venues and management of the procurement and contractual agreements with suppliers, artists, producers, agents and art organisations in line with industry best practice and Council policy and procedures;
5. Ensure Knox Cultural Venues and the equipment assets are routinely maintained and audited as part of Council’s asset management planning, ensuring that all venue operations and equipment meet industry safety regulations and standards. Lead the development and routine review of risk and emergency management plans, OH&S procedures and compliance to meet relevant regulations, laws and industry standards;
6. Contribute to the overall service planning for Arts and Cultural Services including but not limited to participation in Knox Arts and Culture Committee and internal working groups and the development and management of strategic and operational documentation such as business plans, creative program strategy, audience engagement and communications plan and venue hire strategy;
7. Ensure that newly recruited staff possess the appropriate capabilities and values, are effectively inducted into the organisation and provided within ongoing support and development and communicate the vision and long term goals of the organisation to staff, and establish and communicate the direction and purpose for the department;
8. Support the delivery of programs and events at both centres as required overseeing and supporting in event delivery and staff supervision;
9. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development;
10. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training.

### The expertise you bring (including qualifications and experience)

- Tertiary qualifications in Arts Management or similar discipline and/or;
- Substantial experience in programming and facility management, contract management, arts management, budgeting and leadership.

### Key competencies

Customer Focus	Situational Adaptability	Communicates Effectively	Collaborates
Ensures Accountability	Balances Stakeholders	Drives Engagement	Cultivates Innovation

### OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.

- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

## Our Customer Promises

Our customer promises are our commitments to our customers.

- We care: we listen and take the time to understand you and what you need
- We’re helpful: we’re easy to deal with, professional and focused on clear, practical outcomes
- We’re fair: we work to meet your needs, while balancing our community obligations
- We’re knowledgeable: we’ll let you know what we can do to help and help you anticipate what else you might need
- We’re accountable: we’ll guide you through the next steps, always follow through and work with our colleagues to keep you informed of our progress

## Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> <li>• Staff within Active and Creative Communities</li> <li>• Arts and Cultural Services Leadership</li> <li>• Other Knox City Council employees</li> </ul>	<ul style="list-style-type: none"> <li>• Artists, consultants, contractors and suppliers</li> <li>• Residents, community groups, educational institutions and businesses</li> <li>• Performing Arts, Community Arts and Theatre Industry Networks, Agencies and Groups</li> <li>• Other local and state government authorities/agencies;</li> <li>• Arts and Cultural organisations</li> <li>• Arts and Culture Committee community members</li> </ul>

## Accountability and extent of authority

- Freedom to act set by clear objectives and/or budgets, with a regular reporting mechanism; effect of actions taken is usually limited to quality or cost of programs/projects.

## Judgement & Decision Making

- Work is usually specialised – with methods and procedures developed from theory or precedent
- Problem solving may involve application of these techniques to new situations
- Guidance and advice is usually available

## Specialist Skills and Knowledge

- Typically, proficiency in the application of a theoretical or scientific discipline
- Understanding of long term unit goals and policies of unit and wider organisation
- Some positions (particularly resource management) require a familiarity with budgeting techniques

## Management skills

- Strong skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

## Interpersonal Skills

- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Be able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other teams in their own organisation to resolve intra-organisational problems.

## Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council’s [Recruiting and Selecting for Excellence](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

## Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	Current Victorian Driver’s Licence
Working with Children Check	AU Entitlement to Work	Reference Check

This position may require the incumbent to occasionally work outside the spread of hours based on operational requirements.

## About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



## Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold



Do what is right (not what is easy)

### THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



### Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

### Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

### Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

### Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website [www.knox.vic.gov.au](http://www.knox.vic.gov.au) for more information about Knox City Council.