

DARWIN ENTERTAINMENT CENTRE
POSITION DESCRIPTION

POSITION DETAILS

Title: Business Manager
Award: DEC Collective Agreement 2007
Salary: DEC Level 7, Steps 3-5, \$72,670-\$77,032
Basis of Employment: Permanent Full Time

RELATIONSHIPS

Supervisor:

General Manager
Also reports to Finance Sub-committee

Positions Directly Supervised:

Finance Officer
Front of House Co-ordinator
Box Office Manager
Venue Co-ordinator
Technical Manager

Relieving Responsibilities

General Manager
Finance Officer

Internal Customers:

Finance Sub-committee
All Staff

External Customers:

Promoters & hirers of the Centre

PRIMARY PURPOSE

The Business Manager supports the General Manager through planning, directing and controlling the centre's operations. The position has operational responsibility for all aspects of venue management including contracts, front of house, ticketing and technical activities and for administrative, financial, IT and HR systems.

RESPONSIBILITIES & DUTIES

1. The Business Manager is responsible for financial control of the Darwin Entertainment Centre:
 - i) prepare operational and capital budgets in consultation with the General Manager
 - ii) monitor budgets and approve expenditure and billing

- iii) ensure sound financial procedures are adopted, maintained, documented and supervised
 - iv) ensure compliance with financial reporting, including BAS, PAYG, FBT, payroll tax and reporting to funding bodies
 - v) preparation of monthly financial reports to the Board and Finance Sub-committee
 - vi) liaise with the auditor in the monthly checking of account and the preparation of the annual audit
2. The Business Manager is responsible for supervising the venue operations of the Darwin Entertainment Centre:
 - i) monitor and supervise the progress of all hires (including entrepreneurial) including the issuing of contracts and questionnaires, and box office, front of house, financial and technical operations
 - ii) ensure sound administrative systems for venue operations are adopted, maintained, documented and supervised.
 - iii) ensure billing, acquittal and follow-up procedures are implemented
 3. The Business Manager is responsible for financial and administrative procedures:
 - i) as above, ensure sound financial and administrative procedures are adopted, maintained and documented
 - ii) maintain the 'Standard Operating Procedures' manual, including ensuring that procedures and documentation relating to technical operations, building operations and maintenance, OH&S etc. are kept up to date
 4. The Business Manager is responsible for information and communications technology
 - i) assess hardware and software requirements of the Centre, make recommendations, prepare capital expenditure budgets and authorise purchases to approved budget
 - ii) liaise with ICT support contractors to ensure maintenance of all ICT equipment and software
 5. The Business Manager is responsible for human resources management and industrial relations
 - i) ensure compliance with DEC Collective Agreement and with current IR legislation
 - ii) maintain personnel files
 - iii) develop and implement staff assessment procedures
 - iv) maintain and approve position descriptions
 - v) administer all recruitment, including advertising positions, establishing interview panels and preparing letters of offer and rejection

KEY RESULT AREAS

The effective and efficient operations of the Darwin Entertainment Centre including:

- efficient and effective financial and administrative systems that produce accurate and timely reporting
- effective budget management and financial control
- compliance with statutory (except ASIC) and internal financial reporting requirements
- the smooth running of hires leading to high levels of customer satisfaction
- adequate ICT resources that contribute to productivity
- best practice HR & IR procedures that contribute to productivity

EQUIPMENT OPERATED/TECHNOLOGY USED

- Microsoft Office
- MYOB Premier.

- Outlook/Internet.
- ProVenue ticketing software.
- Asterisk/Trixbox software PBX

MINIMUM REQUIREMENTS

Relevant tertiary qualifications and/or extensive practical experience as a manager or a demonstrated record of working at a similar level with managerial experience in a relevant business. Experience of venue operations or in a theatrical environment would be an advantage.

Selection Criteria

- Demonstrated understanding and sound experience of financial management, administration, and financial and administrative systems
- Demonstrated contemporary knowledge of information and communication technology and associated software packages
- Understanding of HR practices and industrial relations
- Demonstrated organisational and administrative skills and the ability to prioritise and manage a number of areas of responsibility simultaneously
- High level of written and oral communication and liaison skills
- Proven ability to lead, manage and motivate staff ensuring productivity, quality control, morale and internal communications are of a high standard
- Demonstrated capacity to deliver best practice customer/client focused service to internal and external clients
- Knowledge of venue management

Personal Attributes:

- Professionalism
- Maturity.
- Self confidence.
- Initiative.
- Versatility
- The ability to work as part of a small team
- Interest in the Performing Arts would be viewed favourably.

AUTHORISATION

Position Description authorised by:

Signature:..... **Date:**...../...../.....

Hamish McDonald
General Manager