

Position Description

Job title:	Manager, Venue Operations
Team:	Venue & Growth
Reporting to:	Executive Manager, Venue & Commercial Operations

About the organisation:

The Royal Agricultural Society of Victoria (RASV), is a member-based, not-for-profit organisation that was formed in 1848.

Our Purpose is to celebrate agriculture, cultivate events and strengthen communities.

Our Vision is for the RASV to be globally recognised as a seal of excellence, highly valued for:

- Showcasing food and beverage, produce and producers
- Presenting premier events
- Activating and creating vibrant event spaces

About this role:

This position is responsible for the successful management of event operations for RASV events and the Royal Melbourne Show, Victoria's largest and most iconic annual community event.

Due to the nature of this position, there is a requirement to work at events which are most often held outside business hours and the weekend and to be considered for this role, you must be available to work these hours.

Key responsibilities:

Service Delivery

- Oversee Melbourne Showgrounds operational standards to ensure all RASV events activate under agreed levels and the site is always presented to a high standard
- Work with the Event Planners to ensure all event and operational elements associated with event delivery, including plant and equipment, facilities, traffic management, car parking etc are conducted in accordance with client and RASV expectations and budgets
- Manage contract/casual event resources including roster management, ensuring adequate operational support to all RASV events and RMS
- Be on-site for large scale events, including the RMS
- Receive and report feedback from customers and clients and proactively address any issues, seeking to identify continuous improvement opportunities wherever possible
- Complete pre- and post-event reports of events and participate in event debrief sessions
- Sound and accurate judgment together with confident problem solving and decision-making skills
- Support the Manager, Venue Operations by providing logistical support as required.

Stakeholder / Team Management

- Building and maintaining strong and successful relationships with venue and other RASV teams
- Form and maintain strong and effective relationships with clients and suppliers
- Engage in regular RMS/event management meetings with key stakeholders as required

Financial Responsibility

Position Description

- Budgeting and Business Planning processes for operational management of RASV events and the Royal Melbourne Show
- Ensure operational spend on events are in line with budget and provide justification for any overspends
- Proactively look for way to save on expenditure and deliver more efficiently

Resource Management

- Manage the day-to-day operations of RASV events and the RMS
- Supervise and provide direction for support staff including casual and contract staff
- Identify opportunities for improvement and operating efficiencies in the management of RMS and any RASV events

Key competencies of the role:

- Significant (at least 10 years) event operations management experience, preferably with a major event
- Sound understanding and knowledge of relevant regulations and compliance
- Knowledge and understanding of event safety and risk management
- sound processes, planning, budgeting and responsible financial management
- strong collaboration skills
- a thorough knowledge of best practices and trends in the events management environment
- relevant tertiary qualifications in a related event or venue management field
- sound negotiation and conflict resolution skills
- experience in developing and maintaining relationships with diverse groups; and
- a proven ability to lead a team, including coaching and mentoring.
- Proven ability to operate in a complex multiple stakeholder environment
- Strong business and operational planning, financial/budgeting and project management skills
- Excellent organisational and time management skills with the ability to multitask and meet tight timeframes
- Sound and accurate judgment, high level reasoning, problem solving and decision making skills
- Strong written and verbal communication skills
- Ability to read and interpret building and infrastructure design and documentation (including civil and landscape)
- Understanding of facilities management principles

Organisation compliance:

- All employees are required to have and maintain a current Working with Children Check
- Be available to work the 11 days of the Royal Melbourne Show
- Work additional hours in the lead up and during events
- Adhere to RASV's Code of Conduct, policies and values.
- A current full driver's licence is required