

Position Description

Operations Manager

Title of Position	Operations Manager
Type of Appointment	3 year contract (0.8 FTE)
Responsible to	Chief Executive Officer

OVERVIEW

Guildhouse is the peak body for visual artists, craftspeople and designers in South Australia.

With a clear focus on creating opportunities for artists and leading sector development, Guildhouse engages and supports artists with creative and career development programs such as residencies, mentorships, one-on-one advice, tailored business skill development, network development and opportunities to create new work. Guildhouse also facilitates and manages various artist engagement projects connecting artists with commissions and opportunities.

Guildhouse is a small and dynamic team, servicing a membership base of almost 1,000 members and presents a thriving program of events and initiatives in partnership with South Australia's leading cultural and corporate partners.

The Operations Manager is a senior role within Guildhouse, ensuring the smooth operations of the organisation spanning membership processes, financial and business systems.

The role of this position is to develop, implement and manage Guildhouse's financial and business systems to meet organisation objectives. The Operations Manager will work closely with the CEO and Board in the areas of strategic corporate planning and advice, financial planning and reporting, commercial operations, human resources management, technology planning and administration. The Operations Manager will manage the preparation of both external and internal financial reporting requirements, budget submissions and administrative reports.

Reporting to the Chief Executive Officer and working closely with the Artistic Programs Manager, the Operations Manager will make an active contribution to the leadership team and team culture.

The Operations Manager has exceptional administration skills, a knack for systems and procedures, is a clear communicator and maintains excellent stakeholder relationships. This person likes to use their initiative, is naturally curious and enjoys working in the detail whilst keeping an eye on the bigger picture.

BACKGROUND

Our vision is for creative professionals to have sustainable careers and the contribution they make to our rich cultural environment be recognised and valued by our community. Guildhouse is a not-for-profit incorporated association with a 50+ year history. We have over 900 members across diverse areas of contemporary practice and all stages of career as well as arts organisations, businesses and Guilds.

How we work:

- We build careers
- We foster excellence
- We take the arts outside of the arts
- We create and nurture opportunities for our members
- We believe in a strong creative sector for all
- We believe in fair pay for artists

KEY RESPONSIBILITIES

1. **Team:** Support a strong team culture through effective management of policies and procedures, contracts and processes; manage HR policy implementation and staff employment contracts, supervise the Bookkeeper in personnel administration including payroll, work cover and superannuation; supervise staff in office administration duties including membership, event organisation, website; supervise volunteers and interns.
2. **Operations and Administration:** Work with the CEO and Management team in strategic and corporate planning; manage and develop operational systems to ensure they support the achievement of strategic goals; contribute to Guildhouse's risk management strategy; implement policies, procedures and documentation relating to Guildhouse's operations and ensure they are reviewed and appropriately maintained to meet legislative, industrial, human resource and business requirements; oversee appropriate insurance policies.
3. **Guildhouse Membership:** Manage and administer Guildhouse membership processes to support retention and growth; provide oversight and lead best-use practices of the membership and donor database and website across the team.
4. **Financial Planning and Reporting:** Develop annual and triennial financial budgets and monitor financial performance; manage monthly cashflow requirements to meet operational requirements; prepare detailed financial reports for the Board; prepare annual statutory financial statements and coordinate the annual audit; prepare financial submissions and complete acquittals for government, philanthropic and corporate grants; manage Guildhouse's accounting systems and processes.
5. **Systems:** Manage Guildhouse's information technology needs, including managing external consultants and suppliers; provide advice on maintenance and development of technology and communications systems and staff training, and implement appropriate systems to meet current and future needs; maintain IT hardware and software register.
6. **Stakeholder Management:** Manage excellent relationships with stakeholders and suppliers to support best practice and optimal operations; administer an annual program of key events for Board, corporate partners and donors.
7. **Lead the collation and analysis of internal and external research and data to inform planning.**

Some out of hours work will be required.

KEY ATTRIBUTES AND CAPABILITIES

1. Trusted, authentic and self-aware.
2. Strong interpersonal and communication skills
3. High level analytical and numeracy skills
4. Thrives in a diverse and ambitious environment
5. Well developed organisation skills and demonstrated ability to prioritise
6. Proactive and outcome-focused approach
7. Passion for detail whilst keeping an eye on strategic direction
8. Commitment to best practice

SELECTION CRITERIA

Essential

1. Tertiary qualifications and/or demonstrable experience in arts or business administration, project management or related area.
2. Demonstrated experience in developing business plans, commercial and employment contracts, policies and procedures, financial reporting and analysis.
3. Sound knowledge of reporting, regulatory, risk and compliance issues
4. Demonstrated aptitude for systems including experience in developing and implementing systems and processes to enable business performance, including management information and communication systems
5. Demonstrated experience in effectively managing a small team in a high-performance environment
6. Excellent verbal and written communication skills and a demonstrated ability to communicate effectively with broad stakeholders
7. A demonstrated knowledge of the arts and creative industries sector.

Desirable

1. Previous managerial experience in an Arts and/or not-for-profit environment
2. Experience with Xero, Wordpress and Customer Relationship Management systems

Guildhouse is an inclusive and diverse workplace and encourages applications from all backgrounds.

Applications should include a cover letter, a 2 page statement addressing the selection criteria and areas of responsibility, curriculum vitae and contact details for at least two referees. Applications close 2 December 2020, 5pm.