



## **THE SONG COMPANY**

### **Operations Manager Job Description - Requirements and Responsibilities**

#### **About The Song Company**

Vocalisation is all about the sound and the story. The Song Company of Australia comprises the continent's leading vocal ensemble, singing music of all times and places.

Since the dawn of history, the human voice and the act of singing have been intrinsically linked with storytelling and the acquisition of culture. The Song Company belongs to a land whose first peoples used songlines and vocal music to pass knowledge and culture from generation to generation, and is proud to continue that tradition, in a unique way, sharing music from across western and non-western art traditions. From its beginnings in 1984 the ensemble's schedule has grown to include a mix of national and international touring, a subscription series in cities across Australia, recording and broadcast projects, education activities, and special collaborative projects.

The Song Company's repertoire covers vocal music from the 10th century to contemporary works, and is unique in its stylistic diversity. The Company remains at the forefront of contemporary vocal music through an extensive commissioning program and collaborations with artists and composers of the highest calibre from around the world. A longstanding commitment to education sees the ensemble perform regularly in schools throughout the country, including bringing music workshops to children in regional and remote areas.

## **Position Description**

**The Song Company seeks expressions of interest from applicants either wishing to be considered for the Operations Manager position on a Full Time or a Part Time (Job Share) basis.**

The position of Operations Manager is to cover all operational and administrative management of the company to allow the General Manager to concentrate on developing funding, contributing, business and artistic relationships with the broader community. Accordingly, this position requires a high degree of responsibility, reliability, accuracy and timeliness in supervising staff and fulfilling the obligations of the position set out below.

The position reports directly to the General Manager and is responsible for the following main areas of management:

- Operations Management
- Office Management
- Contract Management
- Front of House Management for all self presented concerts
- IT Management

## **Summary of Responsibilities**

### **Operations Management:**

- Arranging acquisition or loan of musical scores and parts as required by singers and artistic director
- Making travel arrangements for all artists
- Producing itineraries for all tours, both locally and overseas
- Supervising the preparation, updating and distribution of the annual performance and rehearsal schedule
- Arranging performance and rehearsal venues in association with the Artistic Director
- Arranging payment of artists and contractors in accordance with contractual arrangements

### **Office Management:**

- Preparing and approving invoices for payment and management of data entry and cash flow requirements
- Billing and following up payments from presenters and venues
- Managing all box office and subscription processing and reconciling tickets issued with cash and charges received and banked
- Managing databases, office services, CDs and supplies
- Management of office filing systems and customer communications

### **Contract Management:**

- Negotiation (in association with the General Manager) and preparation of artist and venue contracts
- Ensuring fulfilment of terms of contracts

### **Front of House Management:**

- Manage front of house staffing, sales of tickets, programs and CDs
- Supervise complimentary ticketing, catering and hospitality arrangements for guests and VIPs

**IT Management:**

- Internet site management
- Manage systems development
- Supervise software and hardware maintenance and upgrades

**Staff and Contractor Supervision:**

- Recruit and supervise casual office staff, volunteers and interns
- Supervise and co-ordinate staff or part time consultants responsible for performance schedule preparation, data entry, IT or telephone system maintenance, and systems development

**Qualifications, Skills & Experience Requirements:**

As a highly responsible position, the incumbent will need to demonstrate:

- Highly developed skills in motivation and initiative and the ability to work with, supervise and co-ordinate a small team
- Demonstrated ability to prioritize competing deadlines
- Competent in working independently and under pressure to produce work accurately and reliably in accordance with pre-set deadlines
- Knowledge of, and preferably training in, classical music and music operations
- Experience and competence in office and financial administration
- Advanced skills in Microsoft Word, Excel, Access and desk top publishing systems
- Experience in music and arts management. Qualifications in arts management or a related discipline are desirable
- Produce and deliver to the General Manager a level of operational and administrative achievement that is accurate, reliable and meets pre-set deadlines
- A current Driver's License is essential

**Performance Indicators and Review:**

It is proposed there be an initial 360 degree review with the General Manager within four months of commencement. If mutually agreeable, this will then lead to the setting of appropriate performance indicators for future assessment on at least an annual basis.

**To Apply:**

To apply, please send a covering letter and CV to [gm@songcompany.com.au](mailto:gm@songcompany.com.au)

**APPLICATIONS CLOSE: 4pm Friday 24 July 2018.**