



POSITION DESCRIPTION

Event and Program Delivery Manager

Organisational Context

FSPL is a public entity that operates under a Constitution which includes the Civic and Cultural Charter, developed jointly by the State Government of Victoria and Melbourne City Council. Our vision is to be internationally recognised as Melbourne's inspirational public place where visitors come to celebrate, learn, innovate and connect. We desire to be an iconic destination that delivers visitors a memorable experience.

Our actions, words and behaviours are guided by a core set of values that form the foundation of everything we do: *community commitment, integrity, leadership, innovation, team work.*

Role Description

Management of program delivery and operations including staff management, support, training and the development of a safe and practical OH&S system, and the management of other planning and delivery-focused systems, all combining to produce great experiences at Federation Square.

A key element of this position involves supporting the creation of a seamless integration between the Operations and Commercial & Public Engagement teams and the development of key external relationships to ensure a great public reputation.

Reports to	<i>General Manager Operations</i>	Direct reports	3
Key internal relationships	<i>Executive and Management Teams</i> <i>OH&S Manager</i> <i>Operations team</i> <i>Commercial & Public Engagement team</i>	Key external relationships	<i>On-site clients and Program participants</i> <i>FSPL visitors</i> <i>FSPL tenants</i> <i>FSPL Preferred Suppliers</i>

FSPL Values

Our actions, words and behaviours are guided by a core set of values that form the foundation of everything we do.



People Leader: As a manager of people you are accountable for coaching, developing and leading your team to achieve agreed objectives which contribute to the strategic direction of FSPL. You actively demonstrate the organisation's values and hold your team accountable for their performance and behaviour.

Community Commitment	<ul style="list-style-type: none">➤ Aspire to be a stronger and healthier society through supporting for the diverse community in our actions and decision making➤ Consider ways to be inclusive through accessibility and the promotion of harmony and engagement in our behaviours and actions
Integrity	<ul style="list-style-type: none">➤ Demonstrate the organisation's value➤ Act honestly and transparently in all our practice ensuring compliance with legal, governance and policy requirements➤ Demonstrate trustworthiness in the sincerity of our actions and dealings➤ Be accountable in delivering on expectations and outcomes and communicating openly and honestly
Leadership	<ul style="list-style-type: none">➤ Inspiration through passion and animated influence➤ Demonstrate commitment to quality service, systems, experiences, safety and sustainability➤ Establish and monitor performance goals which support the organisational strategy➤ Drive for results through high performance ensuring goals link back to organisational strategy and adjust with the needs of the business
Innovation	<ul style="list-style-type: none">➤ Creativity in bringing new ideas to life➤ Boldness in applying innovation to the business➤ Flexibility in embracing change and adapting to new challenges
Teamwork	<ul style="list-style-type: none">➤ Take pride in our work and shared outputs, including with contractors➤ Show respect for each other and our differing personalities and styles: build positive working relationships within own team and other areas to help achieve team/ department goals➤ Support each other and show sensitivity to individual interests and priorities➤ Demonstrate resilience in working to achieve goals➤ Strive for balance combining hard work with a fulfilling personal life

Key Responsibilities and Accountabilities

- Management of all program delivery throughout FSPL managed venues and spaces
- Management of Venue and Event Operations staff
- Supporting program coordination staff in event activity logistical planning to deliver a broad and integrated program
- Provide training and education to program co-ordinator staff including OH&S, venue management and operations systems, and specific site operations



- Assist with improving and maintain program OH&S systems including event risk assessments and risk minimisation strategies, weekly program risk management and program/operations WIP meetings to ensure a safe and practical application for all event stakeholders
- Coordination and approval of event related permits
- Management of Program related preferred contractors including periodic tender processes, ensuring consistent legal, OH&S and service standard compliance
- Pro-active, sustained liaison with FSPL Operations and Commercial & Public Engagement management to increase and sustain inter-departmental efficiencies and ensure seamless integration across these departments of the organisation
- Development of key external relationships to ensure a reputation for event operational excellence in the events industry
- Administration of the venue and event management database systems (Currently Ungerboeck/EBMS)
- Senior contribution to the development of a stimulating, engaging and logistically achievable program of activities

Skills & Experience

- Strong leadership skills in an operational and/or production management capacity within the Events industry
- Team management experience OH&S training and experience
- Project management experience
- Complex problem solving
- Conflict resolution
- High level communication (including written) and interpersonal skills
- Information technology and database management including venue management systems and event management analysis and evaluation.
- Operational experience including leading event planning and delivery
- Experience in process and policy development
- The ability to effectively deal with many and varied community, often ethnic-specific, groups

Education and Qualifications

- Appropriate tertiary qualification or equivalent industry-related qualification
- Industry-specific credentials advantageous (eg Worksafe Construction Induction Card)

Special Requirements

Some out of hours work will be required and availability to receive calls for emergency works.