



Dandenong Ranges Community Cultural Centre Inc
ABN: 23 672 833 616

Position Description

Job Title:	Chief Operating Officer & Deputy CEO
Status:	Offered as full-time role, willing to negotiate 0.9 or 0.8 FTE
Reports To:	Creative Director & CEO
Directs Reports:	Venue & Experience Manager, Finance Administrator, Venue Technical Coordinator, Facilities Coordinator
Internal Liaisons:	Burrinja staff
External Liaisons:	Yarra Ranges Council staff, stakeholders, patrons, artists, community, suppliers, contractors
Location:	351 Glenfern Road, Upwey. Hybrid onsite and remote.
Approved By:	Creative Director & CEO
Position created:	Existing position. Updated (with changed title) December 2024

BURRINJA

Burrinja's vision is to be at the heart of a thriving contemporary art and performance culture, inviting participation, telling important narratives and championing creative expression. Burrinja is a not-for-profit organisation that thrives thanks to the support of Yarra Ranges Council, Creative Victoria, artists, visitors and our community.

We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400-seat theatre and 100-seat Lyre Room combines professional performers, community and school productions with a range of commercial and other hire events, while five exhibition spaces, artist's studios and cultural development events ensures a vibrant visual and community arts program. Annually, Burrinja supports around 300 activities both inside the facility and out in the community, reaching around 50,000 people annually.

Burrinja is committed to:

- Equity and inclusion for all and respects the diverse needs of our community. We expect our team to recognise the inherent value of each person, regardless of background, lived experience, where they live, what they look like, what they think or what they believe.
- Creating a culturally safe and inclusive environment and meet the needs of First Nations children, young people and their families.
- Child safety and wellbeing. Burrinja is a Child Safe organisation.

We encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people, and LGBTQIA+ people.

OVERVIEW OF THE ROLE

Reporting to the Creative Director/Chief Executive Officer (CD/CEO), you will be responsible for conceiving, developing and implementing a positive business model for the organisation; one that creates opportunities for the organisation, its staff, and the creative community to flourish.

This position is part of Burrinja's two-person Leadership Team. It is a leading role in the operational and strategic direction of the organisation. We are looking for someone who can manage the day-to-day requirements of a team of people and a multi-space arts venue, while also bringing long-term strategic awareness and creative flair to our planning and delivery.

You're excited by the prospect of creating a positive organisational culture. You take pride in developing and refining robust policies and procedures that make everything work better. You see and care about the small details that take cultural experience to the next level. You're a champion in financial management and you have big business ideas that align with our Strategic Plan. While this role is administrative, all staff and volunteers at Burrinja lead through their love of the arts, and as such creativity is key.

The Chief Operating Officer (COO) is responsible for leading the development and implementation of Burrinja's business and operational strategies, including Finance, Human Resource Management and Governance. This role is also responsible for developing systems and processes that ensure Burrinja's financial sustainability in the future within a community-engaged arts framework. The COO will have experience in leading robust and transparent organisational frameworks and will have a demonstrated commitment to best practice values-based human resource management.

The COO will be responsible for the oversight of financial management and budgeting, and for the effective and efficient management of all venues and facilities at Burrinja, including operations of the building; management of human, physical and financial resources; management of facility assets; and of contracted services. The role is jointly responsible with the CEO for all major agreements, licenses and contracts into which the organisation enters. The COO will support the CD/CEO in Governance activity including preparing for Board Meetings and taking minutes.

This is a hybrid role, with a minimum of three days in the office. We are flexible as to working days/hours, and we support you in organising your work and life commitments. There is an expectation of some work out of normal hours, or on weekends. This will be negotiated in advance, and Burrinja operates according to a Time In Lieu (TIL) system.

KEY SELECTION CRITERIA

- Experienced in managing teams and multi-activity facilities, ideally in the arts and culture sector, or other for-purpose context.
- Good business acumen with an understanding of financial and administrative controls, with proficiency in budget preparation.
- Demonstrated experience working with a range of organisations, stakeholders, patrons and community.
- Committed to building a working culture characterised by collaboration and mutual respect.
- Excellent interpersonal skills and demonstrated ability to manage a team. Skilled at building rapport with colleagues and stakeholders.
- Knowledge and expertise in entrepreneurial activities and associated management principles.
- Demonstrated well-developed ability in managing contracts and contractors.
- Demonstrated well-developed ability in conceptual and strategic planning.
- Demonstrated well-developed ability managing human, physical, and financial resources and risks.
- Demonstrated experience in financial reporting, budgeting and management.
- Highly proficient communication skills, including presentations, written and verbal.
- Knowledge of the Australian arts and culture sector, structure, networks and opportunities.
- Highly organised, with exceptional initiative and attention to detail.

KEY RESPONSIBILITIES & DUTIES

In consultation with the Creative Director & CEO, key accountable areas include but are not limited to:

- Collaborate with the CD/CEO in leading a regionally significant cultural facility.
- Lead the management of Burrinja's business, human resource and governance processes and the physical and financial resources of venue operations.
- In collaboration with the CD/CEO, deliver Burrinja's strategic goals, vision, KPIs and reporting.
- Support the CD/CEO in preparing for, writing and submitting funding applications, proposals and acquittals.
- Prepare and monitor budgets and financial reports for the Board including end of year reports.
- Develop and implement a sustainable financial structure for Burrinja, including long term development goals
- In collaboration with the CD/CEO, lead strategies to develop and increase self-generated revenue through Burrinja's venues, artistic program, studios, catering services and related activities.
- Maximise use of the centre by a diverse range of users across community/ school/commercial/ touring.
- Implement processes to ensure regulatory compliance, reporting and auditing requirements are met.
- Manage human resources including all documentation, policy and procedures, ensuring compliance with federal and state laws and maintenance of records.
- Manage and oversee staff recruitment, induction and ongoing processes.
- Oversee all venue contracts, schedules, hiring and entrepreneurial acquittals and monitor and manage the delivery of customer service – including management of venue booking system and data.

- Manage and maintain Burrinja’s risk management policies, processes and registers.
- Maintain all legal agreements including partnerships, lease, finance, tenancies, liquor license, employee and contractor.

RISK MANAGEMENT

- Ensure compliance with all relevant local, state and Commonwealth legislation. Operate and make decisions in accordance with Burrinja’s policies, procedure and guidelines ensuring Workplace Health & Safety, Child Safety and Wellbeing, the Code of Conduct and all aspects of the Burrinja Human Resources Manual are adhered to.

INTERPERSONAL SKILLS

- Proven ability to communicate sensitively and effectively with people from a wide range of organisations and cultural backgrounds.
- Proven ability to deal with all members of the community including patrons, stakeholders, hirers, business leaders and significant stakeholders.
- A well-developed ability and commitment to lead, develop options, resolve conflict and problems and work in a highly customer focused team culture.

MANAGEMENT SKILLS

- Well-developed leadership skills and capacity to manage and inspire a small team, with a demonstrated ability to promote and facilitate teamwork.
- Ability to set and evaluate achievable objectives, and to effectively delegate workloads to staff and supervise progress towards goals, ensuring that organisational resources are optimised and objectives achieved within a timeframe.
- Understanding of and ability to implement personnel practices including those relating to conditions of employment, Burrinja’s Human Resources policy and staff performance with direct employees and contractors, volunteers and casuals as needed from time to time.
- Ability to show initiative and exercise sound decision making across all areas of the position.
- Experience in contracting and supervision of consultants or contractors as required.
- Demonstrated well-developed conceptual and strategic thinking ability.

PREREQUISITES

- A current Working with Children check
- A police check no more than 2 years old

CONDITIONS OF EMPLOYMENT

Conditions of employment are in accordance with Burrinja policies and Human Resources Manual, updated July 2024, the signed Conditions of Employment Agreement, and the National Employment Standards.

Capacity to work out of normal hours or on weekends occasionally if required.

This role is primarily based at Burrinja: 351 Glenfern Road, Upwey 3158. A minimum of 3 days per week are required onsite at Burrinja, with the remainder to be negotiated.

This position attracts entitlements in accordance with the Fair Work Act 2009 and the National Employment Standards.

The role is intended to be ongoing, pending successful funding applications.

Independent travel to and from external events and meetings will be required from time to time. Travel costs will be reimbursed per km at the relevant ATO rate and must be pre-approved.