

Position Description

Job Title:	Executive Manager, Operations
Team:	Executive
Reporting to:	Chief Executive Officer
Employment Status:	Permanent Full-Time

About the organisation

Melbourne Royal® is a registered trademark of the Royal Agricultural Society of Victoria Limited, a member based, not-for-profit organisation that was established in 1848.

Our **Purpose** - Celebrate agriculture, cultivate events and strengthen communities.

Our **Vision** - Melbourne Royal to be globally recognised as a seal of excellence and highly valued for showcasing food and beverage products, produce and producers; presenting premier events; and activating and delivering vibrant event spaces.

Melbourne Royal's key business pillars are:

- ❖ **Event Management.** Melbourne Royal develops and deliver events particularly agriculture, food and beverage events that are valued by industry including the Melbourne Royal: Wine Awards, Australian International Beer Awards, Australian Distilled Spirits Awards, Australian International Coffee Awards and many more;
- ❖ **Melbourne Royal Show.** Conducted by Melbourne Royal the Melbourne Royal Show is Victoria's largest and most iconic annual community event that attracts around 450,000 people over 11 days to Melbourne Showgrounds each year;
- ❖ **Venue Management.** Melbourne Royal is the venue manager for Melbourne Showgrounds, Melbourne's largest and most versatile indoor/outdoor event venue.

Organisation values

Our values are summarised by the phrase 'Be **First**', which is an acronym representing the following attributes:



Fearless

Confident, brave, courageous, bold, be authentic

Take risks, speak up and have the courage to back yourself.



Innovative

Creative, best practice, forward thinking, think outside the box

Explore and support new ways of thinking to deliver the best solutions.



Respectful

Open minded, honest, be present

Embrace our heritage and diversity, listen and treat people as you would like to be treated



Successful

Outcomes focused, positive, proactive, exceed expectations

Pursue our shared goals, strive to be the best at what we do and celebrate our wins



Together

United team, shared vision, trust

Be open, work together and have fun

About this role

Reporting to the CEO the Executive Manager, Operations is member of the Executive Leadership team.

As the Executive Manager, Operations, you will lead a team that needs to work collaboratively with others in the organisation to maximise the appeal and success of the venue operations (Melbourne Showgrounds) and the Melbourne Royal Show (MRS).

The key objective of this position is the efficient and effective management and delivery of a range of events (including the Melbourne Royal Show) at Melbourne Showgrounds including but not limited to the management of the facilities and services and ensure regulatory compliance across OHS legislation, policies, procedures, work practices and public safety for the venue events.

This role is also accountable for maintaining relationships with venue service providers and preferred suppliers along with BGIS.

Key responsibilities

Venue Management:

- Oversee selection processes, contract negotiations, relationships and service delivery across the venue, including but not limited to cleaning, catering, security and facilities management, promoting a partnering approach to business.
- Ensure regulatory compliance across OHS legislation, policies, procedures, work practices and public safety for the venue events.

Royal Melbourne Show:

- Oversee all aspects of the Showgrounds site as it relates to operations and delivery of the MRS, including emergency services, procurement, traffic management, power, drainage, gas, water services and event infrastructure.
- Manage the bump-in and bump out including with the set up and coordination of space requirements for commercial, sponsors, activations, entertainment, attractions, catering, competition and amusement allocations
- Manage the relationship with the responsible authorities in relation to the place of public entertainment (POPE) occupancy permit for MRS
- Oversee the procurement all FFE requirements, including furniture, portable seating, temporary buildings, and prescribed structures

Facilities Management:

- Oversee relationships with the Brookfield GIS, security and cleaning services and monitor contracts to ensure obligations and responsibilities are met.
- Develop concepts, document owner modifications and manage CAPEX
- Oversee the operational procedures and protocols including; handover of building condition reports and asset management plans
- Identify opportunities to streamline processes and systems to ensure greater accountability for the successful running of events and gain efficiencies.
- Represent the Melbourne Royal at corporate and key industry events as and when appropriate
- Work as part of the Executive team to promote and encourage a collegiate style of operation

Operations & Client Services:

- Provide high level support for the planning, organising and logistical elements of events conducted by Melbourne Royal and for events conducted by external venue clients as well the co-ordination of the MRS.
- Ensure that event plans, debrief reports, sign off processes and checklists are completed in a timely manner and that post event debriefs are conducted as required.
- Oversee the operations team to ensure all event management, risk and operational elements for internal and external events are conducted in a seamless manner and in accordance with client and Melbourne Royal expectations.

Risk Management:

- Maintain the Principal Risk Register relating to operations.
- Liaise with external contractors assigned particular risk management mitigation and reporting.

Qualification and knowledge

- Tertiary Qualifications in Business or equivalent
- Substantial experience gained in a venue management and operations
- Strategic leadership and people management skills
- Proven track record in operational planning, budgeting and project management
- Demonstrated business acumen and be a catalyst for effective change management
- Strong analytical skills and experience applying skills to achieve strategic goals
- Demonstrated ability to develop and maintain strong relationships with government agencies, and other key stakeholders including Boards
- Highly developed negotiation and strategic relationship management skills together with the ability to work in a complex multiple stakeholder environment
- High levels of diplomacy and sensitivity
- Outstanding oral, written and interpersonal communication skills
- Ability to build trust and constructive relationships with a range of key external and internal stakeholders, Board Members, staff and volunteers
- Results oriented with a strong focus on continuous improvement and quality control
- Dynamic, highly motivated, energetic, sound and accurate judgment, flexibility, teamwork and a high degree of initiative.

Organisation compliance

- All employees are required to have and maintain a current Working with Children Check
- Current Fit for Work – Police Check
- Be available to work the 11 days of the Melbourne Royal Show.
- Work additional hours in the lead up and during events (including after hours and weekends).
- Adhere to Melbourne Royal's Code of Conduct, policies and values.