

## **OPERATIONS MANAGER**

### **Position Description**

#### **ORGANISATIONAL BACKGROUND**

Brisbane Living Heritage (BLH) is the heart of Brisbane's cultural heritage and social history, advocating and encouraging curiosity in our city's history. We share the incredible stories of Brisbane's rich heritage and inspire residents and visitors to enjoy our incredible and unique stories.

Established in 2001, Brisbane Living Heritage (BLH) was formed out of a Brisbane City Council initiative. The initial spark of an idea was to connect Brisbane's small museums and heritage places within a larger network to help them with promotion and raise awareness of their valuable work. It was decided that this network or alliance would be based on approved membership to Brisbane Living Heritage.

Today there are more than 90 member organisations in BLH comprising museums, galleries, heritage sites, historic houses and gardens and historical societies.

Discover the heritage of our great city – the stories, spaces, and faces that paint the culturally-rich picture of Brisbane.

BLH is proudly supported by Brisbane City Council.

#### **OPERATIONS MANAGER - JOB PURPOSE**

This role oversees the day to day management Brisbane Living Heritage. A key role within the small team at BLH, the Operations Manager works closely with the Chair, Marketing Manager and Coordinator in the delivery of Brisbane Living Heritage's strategic vision. The role will require a candidate who can demonstrate:

- Ability to work across a diverse portfolio independently & efficiently
- Attention to detail, with excellent organisation & planning skills
- Highly developed written and verbal communication skills
- Strategic thinking with an entrepreneurial approach
- Experience in organising and delivering events
- Demonstrated experience maintaining external stakeholder relationships and working collaboratively to achieve joint objectives
- Demonstrated proficiency in Microsoft Office 365 suite
- Initiative, integrity, and adaptability
- An appreciation and understanding of the Heritage Sector

#### **KEY RESPONSIBILITIES**

The **Operations Manager** role will include the following key responsibilities:

- Manage the day-to-day operation of the organisation including tending to general enquiries from members, the public and media.
- Oversee organisational budget, coordinate Annual, Monthly and Quarterly Budget reviews with support of the Co-ordinator.
- Develop, manage, and maintain external relationships with key stakeholders.
- Seek opportunities for additional income streams; grant funding and corporate partnerships.
- Seek out new members and manage membership base to increase engagement and income.

- Work with the Marketing Manager to develop & deliver the program of events for members to build capacity & knowledge (4 per year),
- Work with the Marketing Manager to develop & deliver the annual public program of events (2 per year)
- Act as Board Secretary; organise, attend and collate board papers and minute.
- General office administration – ensuring filing, document management is up to date; and develop new and improved processes to improve efficiency
- Ensuring the Board of Directors are supported and updated with any changes required to governance
- Maintaining & Updating Office Procedure manual
- Work collaboratively with our small team
- Represent BLH to the highest professional standard.

## **SELECTION CRITERIA / PERSONAL ATTRIBUTES**

### **Operations Manager**

- Tertiary qualifications in a relevant discipline or extensive (5 years+) experience in heritage, the arts and cultural leadership, or event management
- Development and management of internal and external Stakeholder relationships and partnerships
- Excellent oral and written communication skills and demonstrated facilitation, negotiation, problem solving, financial and advocacy skills
- Passion for Heritage and an understanding of the sector
- Competency in use of Microsoft office, database management and event management

## **ADDITIONAL INFORMATION**

- Salary will be negotiable upon skills and experience
- Contract 1 year – part time role | 2.5 days per week
- BLH supports flexible working arrangements, acknowledging that weekend and evening work may occasionally be required.

## **INTERESTED IN THE ROLE?**

For more information about the role or to apply please email your CV and Cover Letter responding to the selection criteria and outlining your suitability for the role, to Board Chair, Phoebe Meredith via [info@brisbanelivingheritage.org](mailto:info@brisbanelivingheritage.org)