

Job Title: Venue Manager – Part Time

Salary: \$30 per hour + super (62K pro rata)

Hours: 15.2 hours per week. 3pm - 6pm Mon - Thur and 9am - 12 noon Sat. There is some flexibility in these hours, if you feel you are a good fit for the role but require some flexibility in the hours please let us know in your cover letter. This position is not suitable for a remote worker

Employment Conditions: 4 weeks annual leave (pro rata)

Contract: 12 months with option to extend based on Vulcana's assessment of the role

The Venue Manager is part of a small part-time team that work collaboratively and independently to manage a large program of activities that ranges from workshops to public performance projects. Vulcana manages its own leased venue in Morningside that aims to be a hub for arts activities in the south Brisbane region as well as hosting our own circus classes and performances.

The Venue Manager at Vulcana Circus plays a pivotal role in ensuring the smooth and efficient operation of the organisation. This position oversees day-to-day administrative & operational functions, face to face customer contact, staff onboarding, and plays a key support role to the program manager. The Venue Manager acts as the backbone of Vulcana's venue maintenance, while contributing to the strategic goals of the organisation.

Key Responsibilities

1. Administrative Operations

- **Staff Onboarding**
 - Facilitate onboarding, including contracts, TFN, superannuation, and documentation.
 - Maintain up-to-date employee records in Dropbox, including First Aid, CPR, and Blue Cards.
 - Book annual CPR training and track staff qualifications.
- **Policy Updates**
 - Revise and update policies (e.g., Safety, Grievance) and ensure compliance.
 - Upload qualifications and certifications to Deputy.

2. Program and Enrolments

- **Program Coordination**
 - Support enrolments, transfers, and class rescheduling through Weteachme.
 - Process NDIS invoices, memberships, and customer payments.
 - Respond to customer queries and manage missed or failed payments.
- **File and IT Management**
 - Organise company access and permissions to Dropbox.
 - Create and manage staff accounts and logins, including maintaining a login and password sheet.
 - Update OS X of company devices
 - Manage software licences and access for all team members.

- Collaborate with program manager, marketing manager and artistic director to assist with operational efficiency in terms of scheduling staff, tracking budgeting, and responding to quote requests and student inquiries.
- Manage and update knowledge files of Vulcana Custom GPT

3. Venue and Facilities Management

- **Venue Maintenance:**
 - Monitor compliance with Brisbane City Council's maintenance guidelines.
 - Oversee fire safety
 - Maintain rigging supplies
 - Maintain routine venue cleaning products and cleaning schedule.
 - Coordinate repairs and improvements (e.g., crash mats, plumbing, and electrical needs).
 - Serve as the primary point of contact for venue-related queries, including liaising with Brisbane City Council and external contractors such as plumbers and electricians.
 - Schedule Trainer on Duty for Open Training twice weekly, post public updates to students on Open Training times and changes.
- **Trade Account Management:**
 - Manage vendor accounts for supplies and materials.
 - Track and report venue improvement needs for funding and grant applications.

WE CAN OFFER

The opportunity to support an organisation that respects diversity and embodies the feminist principles of equity and inclusion. Access to discounted circus classes and free use of our training space (pending availability).

ESSENTIAL CRITERIA

- Demonstrated capacity to be highly self-motivated, to establish and maintain systems and processes in an efficient and effective manner
- Ability to work independently while working collaboratively with the Vulcana team, across a variety of projects and deadlines
- Strong attention to detail
- High level of oral and written communication skills and friendly customer service attitude
- High levels of digital literacy including Microsoft Word and Excel, calendar management, and the ability to operate in a Mac environment
- Significant experience in administrative tasks such as scheduling, financial and budget assistance, maintenance of customer databases and collation of data for project reports and acquittals

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Experience within, and understanding of, the local arts, cultural or creative community
- Knowledge of not-for-profit and charity experience including reporting requirements
- Ability to work flexible hours as necessary
- Experience working with software platforms such as Deputy and Xero (Vulcana uses We Teach Me as their booking platform, training in the use of this platform will be conducted)

Application process

Please provide a letter that addresses the criteria above and shares why you would like to join our organisation. Please also include a resume of no more than two pages.

We strongly encourage applications from women, trans and non-binary people.

Application due by 11pm Friday 17th January

Position to commence as soon as possible in 2025.

<https://vulcana.org.au/>