



GPO Box 3008 ■ Darwin NT 0801 ■ Tel: (08) 8941 4377 ■ Fax: (08) 8981 9755 ■ ABN: 19 676 696 024

POSITION DESCRIPTION

OPERATIONS MANAGER - Deckchair Cinema

Background Information

Deckchair Cinema is an iconic outdoor cinema situated on Darwin Harbour which presents a varied film program. Deckchair is a single-screen cinema with digital 2K projection facilities, with seasons attracting over 45,000 people. The venue includes a licensed kiosk and has capacity for 420 patrons.

Deckchair Cinema is operated by the Darwin Film Society (DFS); a not-for-profit incorporated organisation whose aim is to provide alternative cinema experience to mainstream cinema to Darwin audiences. DFS oversee the overall management of the Deckchair Cinema as well the *Flix in the Wet* program from January to March and the Darwin International Film Festival.

Job Summary

This position is responsible for the operational needs of Deckchair Cinema being high level administrative and operations experience including of nightly and special events, stock control, rostering, team management, general maintenance, overseeing technical, projection and IT needs, and WHS and HR assistance as required.

Reporting

The Operations Manager reports to the General Manager.

Duty Managers and casual staff report to the Operations Manager.

Award

Broadcasting & Recorded Entertainment Award 2010 ([MA000091](#)).

Conditions of Employment

Employment is an annual full-time fixed term contract with leave entitlements.

The work hours per week are 38 hours per week plus reasonable additional hours to achieve the requirements of the position. Due to the nature of Deckchair Cinema, and the position's requirements, work hours will include evening and weekend work particularly during the operating season (April to November). The spread of hours are flexible provided the majority of time is between regular business hours.

Training into the specific projection and ticketing systems of the role will be provided as part of induction.

Your own transport to Deckchair Cinema is required.





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Key Responsibilities

Administration & Customer Service

- Daily and weekly administrative tasks such as general and email correspondence, banking, and management reporting etc.
- Respond to all email and member enquiries in a timely and polite manner that fits within the Deckchair brand
- Manage the membership database with a view to grow and improve it
- Communicate with and coordinate volunteer activities
- Update the nightly slide show to ensure currency and maintenance within the Deckchair Cinema's brands
- Other administrative support as directed by the General Manager

Event & Site Management & Maintenance

- Oversee, and maintain procedures and manuals such as daily diary for Box Office correspondence, fault diary and projection diary, staff manuals, cash handling procedures, nightly and weekly checklists, projection and lighting procedures communication procedures, WHS manual, and conflict management procedures
- Oversee management of stock selections and ordering
- Maintain a schedule of maintenance tasks and coordinate these tasks
- Oversee all repairs and maintenance to the venue including electrical, plumbing, sling repairs, general cleaning, grounds work, sewerage, irrigation etc.
- Liaise with contractors for completion of venue repairs, upgrades and maintenance
- Maintain high standard and visually appealing look and feel of Deckchair Cinema grounds, including visual merchandising
- Oversee the management of the Box Office, including on-site film promotion (posters, program displays), ticketing, reporting
- Manage the kiosk, including stock choices, ordering, product promotion and sales in conjunction with the General Manager
- Manage food vendors, including contracts, access, maintaining high standards of product, provision of relevant certifications and all communications.
- First point of contact and liaison for fundraiser groups including managing enquiries, programming suggestions (Sunday evenings)
- Overall management of onsite signage in conjunction with the General Manager
- Venue support as directed by the General Manager.

Technical

- Assist with management of IT systems across the Cinema including the ticketing system, and EFTPOS facilities
- Oversee uploading of sessions into the ticketing system for POS and online sales
- Maintain a working knowledge of the venue's audio visual set up in order to engage with a range of stakeholders including private venue hire organisations and musicians
- Oversee nightly projection operations and playlists for nightly Deckchair Cinema screenings, including film ingestion, regular and efficient weekly updates to slide shows, conversion of files to formats for digital projection, with assistance from Duty Managers and the Technical Officer



- Oversee a register of film media (DCPs, trailers, KDMs and other), and timely follow up with distributors, ready for nightly Deckchair Cinema screenings, with assistance from Duty Managers and Technical Officer
- Maintain projection room equipment including identifying, and carrying out, equipment maintenance, and work with the General Manager and with projection service organisation re maintenance and capital needs
- Source appropriate contractors to carry out repairs across the venue's needs, and assist with installation of new technical / capital equipment where possible/needed
- Management of nightly staff in audio and film presentation and in the use of projection room equipment
- Develop and maintain site procedures and a training manual for technical needs including the automated digital projector

HR Management & Work, Health and Safety

- Recruitment, management and training of casual staff in conjunction with the General Manager
- Management of staff administration such as contracts, contact lists, staff manuals, checklists, rosters and communications
- Assistance with the coordination, and carrying out, of regular staff meetings.
- Oversight for Workplace Health and Safety maintenance requirements, such as waste, fire extinguishers, hazards, cleanliness etc.
- Working with the Risk Management committee to review and implement new Workplace Health and Safety policies and procedures

Selection Criteria

1. The highest administration and customer service skills based on experience in an office-based position and ability to manage regular and varied customer feedback
2. Be solutions-focussed, including the ability to maintain a positive attitude, adapt and be efficient in an environment working with limited resources
3. Demonstrated experience in venue operations and event coordination and maintenance, with the capacity to manage high pressure and critical situations including system failures
4. Strong project management and organisational skills with the ability to juggle multiple tasks and manage competing priorities with exceptional attention to detail
5. High level technical competence with the ability to readily learn new systems, and adapt to changing technical requirements
6. Demonstrated initiative and the ability to stay motivated with limited supervision
7. Demonstrated experience overseeing staff including training and overseeing staff tasks, and strong interpersonal skills to maintain and build relationships with external suppliers.

Desirable

8. Eligible to be appointed Licensee of the Deckchair Cinema (police check required)
9. Previous experience with digital (and other) film projection, lighting and audio systems
10. Experience in a community-based or not-for-profit organisation
11. An interest in film and screen culture