

# POSITION DESCRIPTION

|                        |                                           |                              |                 |
|------------------------|-------------------------------------------|------------------------------|-----------------|
| <b>Position Title:</b> | Operations Supervisor – Slim Dusty Centre |                              |                 |
| <b>Position Type:</b>  | Permanent Full-time                       |                              |                 |
| <b>Department:</b>     | Commercial Business                       |                              |                 |
| <b>Date Approved:</b>  | September 2021                            |                              |                 |
| <b>Hours per week:</b> | 35                                        | <b>Award Classification:</b> | Band 2, Level 3 |
| <b>FTE</b>             | 1.0                                       | <b>Salary Classification</b> | Grade 5         |

## Position Purpose

The Operations Supervisor is responsible for the day-to-day management of the Slim Dusty Centre, ensuring the venue operates efficiently, safely, and to a consistently high standard of presentation and service. The role oversees venue activities, manages contractors and casual staff, and supports the delivery of events, exhibitions, and visitor services to create an engaging and high-quality cultural and tourism experience.

The Operations Supervisor leads a dedicated cross-functional team, ensuring seamless coordination across all aspects of the Centre's operations. The position requires a balance of strategic planning and hands-on involvement, with the ability to shift between high-level oversight and direct participation in daily activities. The role is responsible for ensuring all business functions operate cohesively, compliance with regulatory obligations is maintained, and a strong customer experience is delivered in line with Centre KPIs.

To remain connected with day-to-day operations and team needs, the Operations Supervisor is expected to work on the ground as required, maintaining a visible and active presence within the Centre. The role involves occasional weekend and evening work to support events and operational requirements.

## Key Accountabilities

- Successfully operate, manage and develop the museum, regional gallery, retail shop, visitor information centre, and venue hire services at the centre.
- Provide and ensure a consistent high level of customer service to visitors and ensure the Centre is presented to professional standards.
- Assist in the scheduling and delivery of events, programs and functions, including set-up, logistics and coordination of resources.
- Manage all administrative, financial, and operational processes associated with the centre.
- Manage staff resources including development of rosters and performance management.
- Manage contractors and support staff involved in cleaning, maintenance, hospitality, and security services.
- Lead, support and develop a cross functional, high performing team to meet centre KPI's.
- Contribute to the development and implementation of strategic plans and business plans for the centre.
- Financial management, including banking, managing purchasing, stock control and managing departmental budget.

- Working collaboratively with other business units, the local community and key stakeholders for positive outcomes.
- Ensure the building and grounds are maintained and presented to a high standard and safe for visitors and staff.
- Capture data and undertake a range of reports on centre performance.
- Manage risk and issues associated with business operations.
- Manage, monitor, and comply with regulatory requirements.
- Build and maintain strong relationships with key internal and external stakeholders.
- Perform any other duties within your skill, ability and competency level as reasonably directed by Council from time to time.

**NOTE:** This position may require work on weekends and outside of standard office hours due to the nature of the venue.

## Core Competencies (Knowledge Skills and Experience)

### Required Qualifications

- Tertiary qualifications in arts, business, tourism or events or significant experience in these fields.
- Class C Driver's License and own transport .

**Note:** All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify the Council as soon as practicable.

### Skills and Experience

- Previous experience managing business operations in a tourism, events, museum or gallery environment.
- Proven ability to develop and implement business strategies to report to a quadruple bottom line approach.
- Demonstrated working knowledge of events, tourism or hospitality industry including operational logistics.
- Proven experience and capability to develop and lead a cross functional team to successfully achieve KPI's.
- Strong organisational, planning and time management skills with the ability to manage conflicting priorities within a fast paced, dynamic environment.
- Strong operational and financial management and reporting skills and ability to interpret and present data.
- Previous experience managing and working within a budget and overseeing financial processes.
- Ability to build rapport and maintain effective relationships with internal and external stakeholders.
- Ability to deliver consistent and high-quality customer experience.
- Experience operating public venues in a local government environment is desirable.

### Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

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| Value         | Expected behaviour                                                                                                                                                                                                                                                                                 |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Passion       | <ul style="list-style-type: none"><li>• We approach our work with enthusiasm and drive to make a difference</li><li>• We inspire others with our thirst for excellence</li><li>• We take pride in the customer service we deliver</li></ul>                                                        |
| Integrity     | <ul style="list-style-type: none"><li>• We act ethically and honestly and work to build the trust and confidence of the community and staff</li><li>• We act with pride and respect while being loyal and accountable</li></ul>                                                                    |
| Innovation    | <ul style="list-style-type: none"><li>• We challenge the status quo and are prepared to take risks, to achieve creative and efficient solutions</li><li>• We promote and deliver change in the way we work</li></ul>                                                                               |
| Communication | <ul style="list-style-type: none"><li>• We ensure open communication for all</li><li>• We openly and proactively listen and provide information</li></ul>                                                                                                                                          |
| Respect       | <ul style="list-style-type: none"><li>• We consider workmates, community, the workplace and environment</li><li>• We treat people as we would like to be treated</li></ul>                                                                                                                         |
| Collaboration | <ul style="list-style-type: none"><li>• We seek what is best for the team, not what is best for the individual</li><li>• We work together to achieve a shared vision</li><li>• We are connected with and care for each other</li><li>• We encourage and pay attention to those around us</li></ul> |

## Supervision Received

This role reports to the Economic Development and Tourism Manager.

## Supervision Exercised

The following roles report to the Operations Supervisor:

- Venue Support Officer
- Museum and Gallery Curator
- Casual Customer Experience Officers

## Position Description Endorsement

### People and Culture

Position Description reviewed and approved by:

People and Culture Representative:



# POSITION DESCRIPTION

|                 |                                   |
|-----------------|-----------------------------------|
| Position Title: | Senior People and Culture Advisor |
| Date:           | 17 June 2025                      |

## Role Authorisation

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## Role Acceptance

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I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

«CandidateSignature\_tag»