



Friends of the Australian Ballet Position Description General Manager

Reports to:	The Chair of FAB
Direct Reports:	Events and Marketing Manager
Type of Employment:	Part Time (3 days per week)
Hours of Employment:	Combination of office hours and out of office hours for meetings and events
Salary:	\$86,000 plus Superannuation (pro rata for 3 days per week)
Location:	The Rocks, Sydney

ORGANISATION OVERVIEW

The Friends of the Australian Ballet (FAB) is an independent, not-for-profit, membership-based company limited by guarantee, established in 1973 that has been connecting members and inspiring ballet audiences for almost 50 years. Our goal is to make ballet accessible, inviting and inclusive by connecting ballet lovers to The Australian Ballet Company through behind-the-scenes information, access and events.

FAB is the principal support organisation for the Australian Ballet in NSW and is committed to developing talent through projects and scholarships with The Australian Ballet (TAB), and students of The Australian Ballet School (TABS).

The principal activities of FAB are:

- Creating a community of friends and ballet lovers by offering behind-the-scenes access to the world of dance through dress rehearsals, events and member engagement.
- Fund raising through events, including dress rehearsals by The Australian Ballet at the Sydney Opera House, to support TAB and TABS.
- Building the profile of FAB and delivering strong and diverse membership growth to ensure the continued support to TAB and TABS.

FAB works closely with teams from TAB and TABS to deliver events and activities in association with the programs of both of these organisations. 2023 will mark the 50th anniversary of FAB and the 60th anniversary of TAB and will provide a significant opportunity for fundraising and membership growth.

FAB is managed by two distinct part-time positions. These roles are the General Manager and the Events and Marketing Manager. Whilst the Events and Marketing Manager reports to the General Manager, both roles work closely together as an effective, efficient and unified team, with a degree of independence and self-direction based on individual professional experience and skillsets. Success of this team also requires a significant degree of sharing and follow-through of tasks and maintaining a support for each of the roles.

The Events and Marketing Manager is responsible for:

- The planning, budgeting, management and execution of the annual program of FAB events, with a particular emphasis on selling out all dress rehearsals.
- Development and implementation of the marketing strategy to support the organisation, members, and individual events.
- Supporting business development through the diversification and growth of membership including developing retention and renewal strategies and seeking external partnerships.

PURPOSE OF THE ROLE

The primary purpose of the General Manager is to ensure the comprehensive operational management and administration of the organisation, including business and office systems, legal and contract management, regulatory compliance, human resource management, financial planning and reporting. The General Manager will also contribute to organisational strategy and business development.

This role also includes Membership services including renewals, enquiries and management of the ticketing system, working with the Events and Marketing Manager to develop and publish the monthly newsletter and other general member communications.

KEY ACCOUNTABILITIES

Financial Control

- In conjunction with the FAB Treasurer and Council develop and manage the annual operating budget, including monthly reforecasting
- In conjunction with the Events and Marketing Manager, develop event specific budgets and post event reporting
- Manage and track organisational and event specific cash-flow, ensuring that the organisation is in a secure operating position and that financial obligations can be met
- Implement and manage effective financial reporting to the Council and key stakeholders
- Provide accurate and complete financial information as required by Council to meet fiduciary responsibilities
- Enhance and implement financial/accounting policies, internal controls and other processes to increase efficiency and effectiveness, well as protect the assets of FAB
- Serve as catalyst and point person for strategic financial analysis, financial planning and assessment of financial implications of growth, expansion, curricular initiatives and other changes
- In conjunction with the Treasurer, meet financial compliance requirements including Tax, BAS, Superannuation and annual audit
- Prepare and provide monthly financial and risk management documents for inclusion in Council papers
- Prepare financial data for end of year reporting and acquittals

Accounts, Treasury and Payroll Administration

- Perform all accounting and bookkeeping functions including general ledger maintenance, reconciliations, accounts payable/ receivable
- Perform all banking transactions including online payments and cash and cheque deposits
- Manage payroll

Legal, Contract and Risk Management and Regulatory Compliance

- Collaborate with the Council to manage FAB's legal and compliance needs and proactively identify and resolve potential legal issues
- In conjunction with the Council, review and negotiate all organizational contracts
- Develop, review and update contract templates and the FAB Privacy Policy and Terms and Conditions
- Manage the Contract Management database
- Collaborate with the Council to ensure all organisational risks are recorded, and appropriate risk management/mitigation plans are enacted at both the organisational and event levels.
- Meet regulatory compliance obligations including ASIC and ACNC.

Human Resources Management

- Manage the Human Resources of the organisation including employees, contractors, interns and volunteers
- Comply with all legislation relating to employee, contractor, volunteer and intern engagement and management
- Recruit volunteers and interns as required and develop and oversee the Volunteer and Intern Management Program
- Ensure the Organisational and WH&S Policies are up to date and reflect the changing needs of the organisation
- Engage in strategic workforce planning to ensure that the organisational strategy, programs and events can be achieved within available resourcing.
- Manage and monitor the performance staff, volunteers and interns, including ongoing feedback and development

Stakeholder and Events and Marketing Management

- Seek public sector funding, in line with organisational strategy and priorities
- In conjunction with the Council and the Events and Marketing Manager, manage the relationships with commercial, philanthropic and government partners, including attending meetings and acting as a key organisational contact
- Maintain positive and effective relationships with The Australian Ballet and The Australian Ballet School
- Oversee the planning, execution and delivery of the Business Development and Marketing strategies and work with the Events and Marketing Manager to ensure the strategies are updated, reflecting the organisational strategic plan
- Oversee the planning, management and delivery of FAB events, including budgeting and risk management, working with the Events and Marketing Manager to ensure events reflect the FAB strategy and are delivered within resource capabilities.

Business Systems and Office Management

- Manage and maintain all company business systems including financial, ticketing, CRM, website, marketing tools and subscriptions
- Manage insurance renewals and ensure insurances provide adequate coverage, compliance and reflect the organisational requirements
- Develop and maintain organisational policies and procedures including WH&S and Organisational policies
- Maintain documentation and data management systems to ensure key organisational knowledge is documented and filing is indexed and up to date
- Maintain office and inventory supplies
- Manage postal and courier
- Manage the office lease
- In conjunction with the IT provider, manage telecommunications, IT systems and office equipment
- Attend monthly Council and Executive meetings, including taking minutes as required

Memberships and Ticketing

- Manage membership services including new and renewing memberships and general enquiries
- Improve the membership program and business efficiency through implementing effective performance monitoring, benchmarking, evaluation and reporting processes
- Ensure that the use of FAB member data adheres to the FAB Privacy Policy and other organisational data management policies and appropriate permissions are obtained as required
- In conjunction with the Events and Marketing Manager, develop and publish membership newsletters and other membership communications.
- Ensure all membership and other activities are recorded onto the customer relationship management system (CRM) in accordance with FAB operational standards and processes
- Manage the ticketing for all dress rehearsals and events including building events on the CRM and website and managing ticketing sales and enquiries.

KEY CHALLENGES

- Developing effective working and organisational relationships with all key stakeholders, including TAB and TABS, whilst representing the interests of FAB
- Balancing the diverse needs of multiple stakeholders (internal and external)
- Balancing the daily operational needs with creative and lateral thinking and the ability to plan, budget, track and evaluate organisational strategy and resource requirements over time

ORGANISATIONAL RELATIONSHIPS

Internal

- FAB President, Chair, Council and Councillors.
- FAB Events and Marketing Manager
- FAB Interns and Volunteers.
- FAB Members and other patrons.
- FAB Events and Marketing Committee (as a Sub-Committee of the FAB Council)

External

- Management and personnel liaison with TAB (Sydney and Melbourne) and TABS
- Other TAB and TABS support organisations (chapters) located in South Australia and Victoria.
- Government and Commercial partners
- TAB and TABS Subscribers, Donors and Supporters.
- External suppliers

ROLE DIMENSIONS

Judgement, Decision Making and Extent of Authority

The General Manager:

- Acts as the interface between the Council and the membership base and principally acts on behalf of the Council and Councillors in the office management, business and operational affairs and legal compliance matters.
- Is expected to problem solve and is empowered with the appropriate degree of latitude and discretion required to achieve outcomes. Matters outside the scope of designated duties and items of

expenditure must be approved by the Council or an appropriate Councillor and/or Council sub-committee.

- Is expected to be self-directed and pro-active while working within the established guidelines of the position and Council policy and practice.

The exercising of discretion to maintain high quality levels of service to the membership is expected. Decisions regarding additional services, refunds and priorities are, therefore, a matter for the General Manager's judgement.

Recommendations regarding significant possible operational changes and/or expenditure are made by the General Manager to the Chair and/or Council for approval, and implementation by the General Manager.

Essential Requirements and Skills

- High level organisational skills, workflow control and prioritisation
- High level leadership and management experience
- Excellent attention to detail
- Exceptional organisational and time management skills with professional and mature approach towards managing workflow and workload
- Professional approach and good self-presentation
- Entrepreneurial and creative thinking
- Lateral thinking and problem solving
- Ability to influence and negotiate
- Communicate openly and develop professional trust to build and maintain positive and productive relationships and outcomes with Stakeholders
- Demonstrated healthy confidence that encourages others
- Flexible, pro-active team player approach and attitude
- Professional understanding of the Marketing and Events functions, including strategy development
- A high level of expertise in a range of business, accounting, financial, ticketing and communications software, CRM and ticketing platforms and IT generally
- An ability to devise, manage and improve operational and office systems necessary to sustain and grow the organisation
- A demonstrated track record of prudent, effective financial management, including cash-flow management
- A demonstrated track record in accounting, forecasting and budgeting.
- Highly developed skills in commercial contract reviews, negotiation and contract management
- A high level of expertise in Human Resources management
- A working understanding of financial compliance in the not-for-profit sector
- Some after hours and weekend work will be a requirement of this position.

KEY SELECTION CRITERIA

- A degree and/or equivalent work experience in Business, Arts Management or related discipline
- In depth knowledge and experience in a leadership or management role delivering business administration, financial management/governance, and operational and strategic planning within a membership, business, not-for-profit or cultural organisation.
- High level applied knowledge of the sales, commercial, fundraising and other revenue generating activities of a membership or not-for-profit organisation, including financial management, reporting and evaluation
- Demonstrated excellent written and verbal communication skills, including business analysis, report writing and presentation skills
- Demonstrated experience working with a small team and Board/Council relationship management.
- Professional knowledge of the Australian or international arts and creative industries would be advantageous.

This position description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. The position will be expected to perform other job-related tasks requested by the FAB President, Chair or the FAB Council, and as necessitated by the development of this role and the development of the FAB.

HOW TO APPLY

Applications should respond to the position description, and address the selection criteria and include:

- A covering letter and current CV (no more than 3 pages)
- The names and contact details of two referees

Applications should be submitted as a PDF document with your name and the position title as the document's name and emailed to admin@fab.org.au. Please ensure that the subject of the email reads as "General Manager application: name of applicant"

Due to the high volume of expected applications, only shortlisted applicants will be contacted personally. Should you have any further questions regarding this position please contact admin@fab.org.au