

POSITION DESCRIPTION

VENUE AND PRESENTER SERVICES MANAGER (TERM CONTRACT)

POSITION DETAILS

Date of Position Description	August 2025
Position Title	Venue & Presenter Services Manager (TERM Contract)
Position Grade	14
Directorate Business Unit	Community & Culture Riverside
Reports to	Director, Riverside Theatres
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements
Job Location	Heritage Centre, Parramatta PHIVE, 5 Parramatta Square (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The **Venue and Presenter Services Manager** is a pivotal leadership role responsible for the **end-to-end establishment, launch, and operational delivery** of *Riverside Live at PHIVE*, a 200-seat temporary venue situated in PHIVE's Discovery Space. The venue will operate as Riverside's interim home during the redevelopment of its permanent precinct.

This position leads the **project management and commissioning** of the venue, oversees **day-to-day operations**, and manages all core functional areas: technical services, programming, ticketing, venue presentation, audience services, food & beverage (F&B), venue hire, and revenue management. The role serves as the operational linchpin, coordinating closely with the PHIVE operations team and Riverside's leadership, business readiness, and corporate services teams.

KEY RESPONSIBILITIES

Project Management and Venue Establishment

- Lead the setup and fit-out of the temporary venue in coordination with PHIVE, Riverside, contractors and consultants.
- Manage project planning, timelines, budget tracking, risk management, stakeholder engagement, and commissioning.
- Define operational workflows, service standards, staffing structures and resource plans in preparation for venue launch.
- Ensure regulatory and compliance requirements (WHS, accessibility, licensing, planning approvals) are satisfied prior to go-live.

Operational and Commercial Leadership

- Oversee daily operations of all theatre functions including technical delivery, front-of-house, box office, bar, catering, and customer experience.

- Coordinate service delivery across multiple business units and liaise with PHIVE building management to maintain continuity of access, safety, and support services.
- Monitor and manage service quality, efficiency and business performance metrics.
- Implement business continuity plans and emergency procedures in alignment with both Riverside and PHIVE policies.

Revenue and Financial Management

- Develop and manage operating budgets, financial reporting, forecasting and cost control across all revenue streams.
- Drive income through venue hire, ticketing, bar and F&B sales, presenter services and event support.
- Set pricing and service models for venue hire and ensure commercial contracts deliver margin while supporting programming priorities.
- Implement and optimise POS, ticketing and finance systems with support from Riverside Business & Finance.

Programming & Venue Hire, Presenter Engagement & Contracting

- Develop and implement a venue bookings framework and calendar for Riverside Programming and Venue Hire in collaboration with PHIVE.
- Support the Programming team to curate and deliver high quality programs, events and outstanding performing arts experiences for general public, children and families, education and community.
- Lead negotiations, contracting and relationship management with external hirers, touring producers, and community clients.
- Oversee client communications for Venue Hire, and the Programming team to facilitate presenter services from enquiry to event delivery; ensure technical, front-of-house and communication requirements are met.
- Collaborate with Business Readiness and Legal teams to manage contracting, invoicing and insurance coverage.

Food, Beverage & Bar Operations

- Establish and manage Riverside Live's bar and F&B service, ensuring profitability, licensing compliance, and customer satisfaction.
- Develop and implement product offering, procurement, stock control and supplier contracts.
- Recruit, roster and supervise bar staff and ensure RSA compliance and training.
- Monitor F&B financial performance and adjust operations to maximise profitability.

Facilities & Venue Presentation

- Ensure the venue is maintained to a high standard of cleanliness, safety, presentation and functionality at all times.
- Coordinate maintenance, cleaning, and repair schedules with PHIVE facility managers and contractors.
- Conduct regular inspections to uphold presentation standards and address faults or risk issues promptly.
- Ensure signage, amenities and wayfinding are accessible and aligned with Riverside and PHIVE brand standards.

Customer Experience & Service Delivery

- Define and implement customer experience standards across all public-facing services.

- Oversee FOH operations and ushering services to ensure access, safety, comfort and inclusivity.
- Monitor audience feedback and satisfaction surveys, respond to escalated complaints, and initiate service improvements.
- Embed Riverside's commitment to diversity, access and excellence in all audience and hirer touchpoints.

Baseline Requirements

- Supervise, coach, and lead an operational team towards achieving desired organisational outcomes.
- Assist in managing the service area's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service in line with the organisation's values.
- Maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities as required.
- Actively lead and manage reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Tertiary qualifications (minimum Cert IV) or significant demonstrated experience in venue, theatre or live event operations, including leadership roles.
- Working with Children Check (required for this role)

Experience

- Minimum 7 years of experience in venue, theatre or live event operations, including leadership roles.
- Responsible Service of Alcohol (RSA), and Food & Beverage (F&B) management experience in a licensed environment.
- Proven experience in managing multi-disciplinary teams and leading high-performance environments.
- Demonstrated ability to deliver large-scale operational projects from establishment to steady state.
- Strong understanding of venue hire, event delivery, commercial contracting, and client service.
- Experience in managing revenue streams including bar/F&B, ticketing, and venue hire.
- Previous experience working in a civic or public space environment

Skills

- Strong Financial literacy including budget development, cost management and commercial reporting.
- Sound understanding of business and operational/service delivery principles
- Excellent communication and stakeholder engagement skills, with the ability to navigate complex environments.



- Strong working knowledge of WHS, emergency procedures, accessibility and compliance frameworks.
- Understanding of Project Management principles