



**Access  
2Arts**

## Position Description

**Position:** Operations Manager  
**Program:** Operations  
**Responsible to:** Chief Executive  
**Employment:** Full time (negotiable to 0.8FTE)  
**Award and Level:** SCHADS Level 5

### Position Objectives

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The Operations Manager plays a central role in supporting the effective delivery of Access2Arts' (A2A) services and operations. This position is responsible for coordinating day-to-day functions across staff management, administration, customer service, project support, data management, and internal workflows. Working closely with the Chief Executive and broader team, the Operations Manager ensures high-quality service delivery that reflects Access2Arts' commitment to access, inclusion, and service excellence.

Success in this role requires strong communication and organisational skills, attention to detail, and the ability to work both collaboratively and independently.

A passion for access and inclusion, alongside professional integrity and initiative, are essential.

### Key Objectives

- Coordinate and support the smooth delivery of A2A programs and services.
- Contribute to A2A's reputation for excellence in service delivery, accessibility, and customer experience.
- Manage data, reporting and project systems to support efficient and informed operations.
- Provide high-level administrative and strategic support to the Chief Executive.
- Foster inclusive, responsive, and effective communication with stakeholders, artists, and partners.
- Champion A2A's values in all interactions with staff, artists, clients, and the broader sector.



## **Responsibilities and Duties:**

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### **1. Management and Service Coordination**

- a. Monitor and support the day-to-day coordination of A2A services.
- b. Manage A2A staff and provide support, guidance and leadership.
- c. Assist the CEO with workload planning and staff coordination.
- d. Manage workflows, including quoting, contracting, job assignment, scheduling, and invoicing.
- e. Provide backup service delivery support as required.

### **2. Customer service**

- a. Respond to general enquiries via email, phone, and mail in a timely, respectful, and accessible manner.
- b. Build and maintain strong relationships with clients, artists, and sector partners.
- c. Ensure customer records and interactions are accurately documented.
- d. Coordinate collection and analysis of customer feedback.

### **3. Administration**

- a. Oversee internal administrative systems and identify opportunities for improvement.
- b. Maintain and manage key systems, including databases, project management platforms, and mailing lists.
- c. Coordinate invoicing and assist with budget tracking and financial reporting.
- d. Ensure the office environment remains accessible, tidy, and well-organised.
- e. Support the preparation of reports, board papers, and funding documentation.

### **4. Project support**

- a. Assist the Chief Executive in preparing grant and funding submissions.
- b. Support coordination and tracking of project activities and deliverables.
- c. Contribute to project documentation and evaluation.
- d. Assist the Marketing Coordinator with content for newsletters, website updates, and social media.
- e. Provide logistical and administrative support for events, meetings, and public programs.



## **5. Leadership and Development**

- a. Provide leadership to the broader team, including managing team members directly and as delegate for the CEO as required.
- b. Collaborate with Deaf and disabled artists, audiences, and partners to foster inclusive participation in the arts.
- c. Participate in organisational learning and development.
- d. Contribute to organisational planning and development.
- e. Participate in strategic planning, evaluation, and continuous improvement processes.
- f. Maintain awareness of sector developments and identify opportunities for growth or innovation.

## **6. Personal accountability and professionalism**

- a. Support and uphold the principles of Access2Arts (A2A).
- b. Support a respectful, inclusive, and values-driven organisational culture.
- c. Demonstrate professional behaviour in all communication, leadership and language.
- d. Give and accept performance feedback willingly and openly.
- e. Develop and maintain effective relationships with internal and external stakeholders and strategic partners.
- f. Hold yourself accountable for your deliverables and outcomes.
- g. Share information and knowledge with others.
- h. Ensure adherence to organisational policies, procedures and work practices.
- i. Undertake any other duties within the scope of the role as required.



## Personal Specification

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### Experience

- Lived experience of disability highly valued
- Experience in arts, community, or not-for-profit sectors.
- Demonstrated experience in operations, administration, or service coordination roles.
- Experience supporting grant applications and project delivery.
- Experience using digital platforms for communication, data, and scheduling.
- Experience managing teams.

### Knowledge

- Understanding of Access & Inclusion principles
- Knowledge of the arts sector
- Knowledge of the disability sector
- Proficiency with administrative systems, databases, and collaborative tools.

### Personal attributes

- Excellent interpersonal and communication skills.
- Ability to be self-directed, highly organised and work under pressure.
- Ability to work as part of a team.
- Ability to maintain confidentiality.
- Well-developed problem solving and decision-making skills.
- Commitment to equity, inclusion, and continuous improvement.
- Respect for diverse backgrounds, values, and communication needs.
- Flexibility and receptiveness to innovation and change.
- Honesty, integrity and reliability

### Other

- Must be prepared to work flexibly should the need arise
- Must be willing to work out of hours from time to time, including on call, evenings and weekends.
- Must be prepared to undertake Government checks as required
- Must be prepared to undertake any compulsory training

*The Access2Arts work environment is an accessible one, however, reasonable additional access supports and modifications can be made available to the successful candidate.*