

Position Description

Title: Operations Coordinator

Reporting to: Executive Director & Chief Curator and Program Manager

Location: Open House Melbourne, Collingwood Yards, 35 Johnston St, Collingwood, VIC 3066

Hours: Fixed full-time Contract, from 15 May to 4 August

Open House Melbourne

Open House Melbourne's vision is to inspire and empower all Victorians to respect and care for place and to champion the power of good design in shaping the future of our built environment.

Through collaborative, creative and impactful programs, Open House Melbourne (OHM) leads critical public debate on the value of place and design, empowering all Victorians to understand the important role they can play in shaping our built and natural environments. Essential to our mission is recognising First Peoples' knowledges and sovereignty, campaigning for sustainability towards a net-zero future and advocating for good design that is inclusive and accessible to all.

Role Profile

We are looking for a detail-oriented and highly organised Operations Coordinator to support the OHM team and Volunteer Council in the lead up to the July Weekend.

The ideal candidate will have excellent interpersonal skill, event management skills, a strong understanding CMS systems, ticketing and rostering software, and experience working with volunteer groups.

Key Responsibilities & Duties

- Support the Leadership team in the on-time execution and successful operational delivery of the OHM July Weekend (Melbourne);
- Coordinate appropriate event ticketing for the OHM July Weekend including but not limited to: monitoring tickets sales and registrations, membership and guest-list coordination, and disseminating key event information to ticket holders;
- Coordinate safe-event management of all off-site venues including partner venues, public and private spaces, program locations, information hubs (Weekend specific) – including required permits and OH&S planning;
- Support the Program Manager with the coordination of operational logistics for all public programs and events including event plan development, managing people and crowd control, safe bump-in and out etc.;
- Assist in administering and keep up-to-date all program stakeholder information and meeting notes held in the Open House Melbourne database;
- Work with the Risk Consultant, in the planning and coordination of operational procedures, including OH&S protocols, emergency management plans, and public safety protocols;
- Coordinate event signage and distribution;
- Recruit and onboard volunteers;
- Update new and existing volunteers about opportunities appropriate to their experience and skill levels;
- Collect volunteer information, availability and skills and maintaining an up-to-date volunteer database;
- Build out the OHM July Weekend volunteer roster via Deputy and manage the shifts in partnership with the Precinct Managers and Assistant Precinct Managers;
- Work with the Volunteer Council to ensure the appropriate recruitment, training and allocation of volunteers across different roles for OHM Weekend (Melbourne);
- Assist in day-to-day operational duties including answering the phone, greeting guests, preparing for meetings, and other general office duties as required.

Skills & Qualifications:

- Qualification in a relevant field OR equivalent experience
- Strong administrative experience
- Strong relationship management and influencing skills
- Superb interpersonal skills, you are highly service oriented, and you enjoy networking
- Excellent organisational skill, with great attention to detail
- Solid Microsoft Office computer skills
- A strong understanding CMS systems, ticketing and rostering software
- A commitment to continuous learning

Application Details:

Applications due by **Sunday 7 May 2023 at 11:59pm.**

To apply please submit your resume with a cover letter outlining why you are interested in the role (no more than two pages please) to Tania Davidge via tania.davidge@ohm.org.au