

# RISING :

OPERATIONS MANAGER  
POSITION DESCRIPTION

ROLE :	OPERATIONS MANAGER
TEAM :	FESTIVAL OPERATIONS/DELIVERY
REPORTING TO :	ASSOCIATE DIRECTOR – FESTIVAL OPERATIONS

## RISING

RISING a festival new art, music and performance in the heart of Naarm (Melbourne, Australia). a major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators. RISING's purpose is to reflect Melbourne's identity and amplify its art and artists.

RISING will return 4 – 15 June 2025. [View the 2024 RISING program.](#)

## THE ROLE

You will work with the Associate Director, Festival Operations and the Project Teams to devise, manage and oversee the operational delivery of the event or specific projects, including risk management, public safety and venue operations. You will oversee the event operational delivery process from conception to delivery. Working with project teams and other key delivery staff, you'll ensure they follow operational delivery processes. You'll put in place a thorough, efficient and resourceful producing approach that safely delivers events to an exceptionally high standard.

You will contribute to the ongoing operational development discussions and the production resources required for the festival's delivery. As part of this, you must successfully maintain and manage a range of external relationships with stakeholders, emergency services, venues, and suppliers.

You're comfortable with a fluctuating workload and a dynamic, demanding work environment. You're thorough and a stickler for detail. No one holds you to a higher standard than yourself—you believe in personal accountability and understand delegations of authority. You're comfortable and experienced in handling confidential and sensitive information.

## DAY-TO-DAY, YOU WILL :

### OPERATIONAL MANAGEMENT AND PUBLIC SAFETY

- Collaborate with the project teams in all aspects of operational requirements across the festival or with specific projects
- Work with the Delivery Team to plan, scope and manage public safety requirements for festival sites
- Work with Project teams to ensure seamless integration of Event Staff, Security, and Front of House operational plans within overarching Risk & Safety framework
- Maintain effective processes for the hard copy and/or electronic documentation of all operational information including responsibility to ensure Projects Plans and Event Plans are published and shared on time
- Contribute to the design, implementation, and management of the EOC
- Contribute to and conduct staff briefings for event staff, guest services, and security
- Communicate FOH, Warden, Risk and Security infrastructure requirements to project teams
- Work with Operations and Project teams by managing either festival operations or operations on a project site

### RISK MANAGEMENT

- Work with the Associate Director - Festival Operations, Projects Teams and Risk Coordinator in the review and distribution of the Principal Risk Assessment, Safety & Emergency Management Plan, Risk Register and Framework and all other associated OHS & Risk documentation as required by the events
- Ensure all Health and Safety procedures are followed and ensuring compliance with the risk assessment and associated procedures across the event
- Work with the Associate Director – Festival Operations, Project Teams and risk consultants in the development of Pedestrian, Traffic Management and HVM Operational Plans
- Participate in Emergency Management Readiness Exercises

### EVENT DELIVERY

- Liaise with other staff and stakeholders, both within and external to the EOC, in accordance with the event protocols
- Provide general communications and logging support as required
- Contribute to content of nightly report within designated area of responsibility
- Attend daily debriefs to address any issues or incidents encountered and initiate appropriate response actions
- Contribute to the coordination of Site Operations including Security, Traffic Management, Medical Services, FOH and Cleaning across site and track festival wide warden structures
- Liaise with other staff and stakeholders, both within and external to the EOC, in accordance with the event protocols

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## OPERATIONS MANAGER POSITION DESCRIPTION

- Contribute to content of nightly reports within designated area of responsibility
- Attend and conduct daily debriefs to address any issues or incidents encountered and initiate appropriate response actions

### GENERAL

- Build and maintain solid, effective, and mutually beneficial working relationships with festival authorities, venues, suppliers, and participants
- Ensure collaborative and amicable relationships with internal stakeholders including peers, staff and creative partners
- Comply and respond to all festival procedural, administrative, and operational guidelines and instructions
- Ongoing development of Airtable as a planning tool and other data systems and documentation used in implementing the festival
- Ensure all relationships within the project are cooperative, supportive, enthusiastic, team-orientated and effective
- Ensure any changes or problems that have budgetary impact are relayed promptly (and with recommendations) for approval and authorisation
- Provide a written report detailing any recommendations for future events
- Contribute to the delivery of RISING's Sustainability and Social Equity policies appropriate for your role
- Perform related duties as assigned, within your scope of practice

### SKILLS YOU'LL NEED :

- Industry: Broad knowledge and experience in the presentation of events across the full spectrum of the Arts (including theatre, dance, opera, music, outdoor and visual arts)
- Operations: Experience in planning and implementation for operational delivery of events and/or festivals including the creation/implementation of public safety measures
- Health & Safety: Strong knowledge of Occupational Health and Safety and Risk Management systems, documentation and reporting lines
- Relationship Management: Experience in relationship and stakeholder management including emergency services, government, and council authorities
- Process Improvement: Demonstrated experience in process improvement, providing process clarity, and process documentation.
- Technical: Advanced experience with MS Office (Outlook, Word, Excel, OneNote). AutoCAD, Vectorworks and database systems experience desirable
- Time Management and Planning: Demonstrated capacity to effectively plan and meet deadlines

### WORK SCHEDULE & FLEXIBLE WORK ARRANGEMENTS

RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place. The RISING office is situated at Level 2, 377 Lonsdale Street, Melbourne 3000.

As part of our flexible working arrangements, there is an expectation that staff will be available for office-based and on-site work as required by their role.

RISING's usual business hours are between 9am and 5pm from Monday to Friday. However, you may be required to work outside these hours in order to meet the demands of the annual festival operational cycle and the responsibilities of your position.

### ACCESS

RISING is a festival aspiring to be a cultural leader in diversity and inclusion. We want our organisation and program to be a true reflection of our city representing people of diverse abilities, cultures and backgrounds. We encourage applications from First Peoples, those who are culturally and linguistically diverse, and people who have a disability or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email [jobs@rising.melbourne](mailto:jobs@rising.melbourne).