



POSITION DESCRIPTION

Division: Cultural Facilities Corporation

Position Number: PN 3619

Business Unit: Canberra Theatre Centre

Classification: SOG B (\$149,172 - \$167,151)

Position Title: Director, Transformation and Operations (Theatre)

Location: Civic Square

Last Reviewed: May 2026

AGENCY OVERVIEW

The Cultural Facilities Corporation (CFC) is an ACT Government statutory authority established under the *Cultural Facilities Corporation Act 1997*.

The CFC's role is to manage, develop, present, and promote cultural activities across the ACT through a diverse portfolio of performing arts, visual arts, social history and heritage venues. It has specific management responsibilities at:

- [The Canberra Theatre Centre](#)
- [Canberra Museum and Gallery](#) including [The Nolan Collection](#)
- [Lanyon Homestead](#)
- [Calthorpes House](#)
- [Mugga-Mugga Cottage](#)
- [Albert Hall](#)

As the ACT Government's largest cultural organisation, the CFC plays a central role in connecting communities with rich artistic and cultural experiences. The CFC's mission is to create transformative cultural experiences that spark imagination and foster connection. Through its venues and programs, the organisation brings together artists, audiences and partners to deliver engaging performances, exhibitions and events, while preserving and interpreting significant collections and heritage places.

This work is supported by strong corporate and operational functions—including finance, marketing, people and culture, facilities management and capital works—which enable high-quality delivery, sustainable operations and continuous improvement across the organisation.

Canberra Theatre Centre

The Canberra Theatre Centre is Canberra's premier performing arts venue, providing world class performing arts and entertainment to the people of Canberra and surrounding regions. The Canberra Theatre Centre includes the 1,239 seat Canberra Theatre, The Playhouse seating 614 and The Courtyard Studio, an intimate rehearsal and performance space that seats up to 92 patrons. The Link connects the Canberra Theatre and The Playhouse and includes exhibition and function areas. The Centre also has a comprehensive technical workshop, backstage and dressing room areas, and is fully equipped with up-to-date lighting and audio facilities.

The Canberra Theatre Centre is entering a period of significant growth and renewal with the development of a state-of-the-art 2000-seat Lyric Theatre (opening in 2028) The Lyric Theatre will significantly increase the scale, ambition and diversity of work available to audiences.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, and understand, demonstrate and work within the principles and practices of Workplace Diversity and Equity, Workplace Relations and Work, Health and Safety and the ACT Public Service Code of Conduct.

POSITION OVERVIEW

The Director, Transformation and Operations (Theatre) provides strategic and operational leadership to drive organisational renewal, operational readiness, and workforce capability across the Canberra Theatre Centre (CTC).

The role leads and coordinates organisation-wide change and continuous improvement initiatives to ensure CTC operates safely, efficiently, and sustainably in a complex and evolving performing arts environment.

Working under the direction of the Executive Director, the position operates across technical production, work health and safety (WHS), venue operations, programming interfaces, venue hire, and facilities.

The Director combines strategic thinking with hands-on delivery, strengthening systems, structures, and organisational capability to support current operations and future growth.

WHAT YOU WILL DO

Under the direction of the Executive Director, Canberra Theatre Centre, you will:

Organisational Renewal and Transformation

- Lead and deliver organisation-wide transformation initiatives aligned with CTC's strategic direction and ACT Government priorities.
- Translate strategic objectives into clear, measurable operational deliverables and performance outcomes.
- Provide high-quality, evidence-based advice to the Executive Director and Senior Leadership on transformation priorities, risks and opportunities.

Operational and Venue Readiness

- Lead operational preparedness for new and evolving venues, productions, programs, and events.
- Drive integrated planning across technical production, programming, venue hire, and facilities.
- Embed robust safety, compliance, and risk management practices across all operations.

Systems, Structures and Continuous Improvement

- Lead the review and optimisation of systems, governance frameworks, policies, and procedures.
- Identify efficiencies and opportunities to improve service quality, consistency, and sustainability.
- Lead the development of fit-for-purpose operating models and organisational structures.

Workforce Planning, Recruitment and Capability

- Lead workforce planning to support current operations and future growth.

- Oversee recruitment, onboarding, and capability development across production and venue functions.
- Build leadership and change capability and drive a high-performance, accountable, and collaborative culture.

Executive and Stakeholder Engagement

- Work as a core member of the CTC and broader CFC Senior Leadership to ensure organisational alignment.
- Build and maintain effective relationships with internal and external stakeholders.
- Represent CTC as required in complex operational, sector, and government environments.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position:

1. Demonstrated experience leading organisational renewal or transformation initiatives in a complex operating environment, including translating strategic objectives into measurable operational outcomes.
2. Demonstrated knowledge and experience in technical production, safety and WHS, venue operations, programming, or facilities management within a performing arts or comparable environment.
3. Demonstrated ability to lead workforce planning, recruitment, and team growth, and to build organisational capability through effective leadership and change management.
4. Highly developed ability to engage, influence, and communicate effectively with senior executives and diverse stakeholders, including the provision of high-quality advice.
5. Demonstrated commitment to ACT Public Service values, Code of Conduct, and principles of equity, diversity, and inclusion, with the ability to apply these in a complex project and operational environment.

Compliance Requirements / Qualifications

N/A

The ACT Public Service supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LBGTIQ are encouraged to apply.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role and indicates how frequently each of these requirements would be performed. Please note that Cultural Facilities Corporation is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADOs)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally