



POSITION DESCRIPTION

Division: Cultural Facilities Corporation

Position Number: 3588

Business Unit: Canberra Theatre Centre

Classification: Administrative Services Officer 6
(102,657 – 116,592)

Position Title: Technical Operations Manager

Location: Canberra Civic

Last Reviewed: August 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. 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.

The CFC's mission is to create and deliver diverse and memorable experiences that enliven and elevate arts, culture and heritage in the capital. It is committed to accessibility, inclusion and community connection, ensuring its activities are relevant and welcoming to a broad and diverse audience.

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 a division of the CFC and is the major presenter of performing arts in the region. It presents a range of programming and independent productions and also works with community and commercial hirers to deliver a broad program of theatre, dance, and music. The Canberra Theatre Centre is connected to major performing arts centres across the nation and regularly works with leading national theatre and dance companies. The Centre is poised to embark on a major renewal project that includes new and refreshed venues in the midst of an emerging cultural district.

POSITION OVERVIEW

The Technical Operations Manager leads the workforce planning, operational coordination and business management functions of the Technical Department at the Canberra Theatre Centre. The position is responsible for ensuring technical workforce resources, operational systems, compliance activities and support services are effectively planned, coordinated and monitored to enable the safe, efficient and financially sustainable delivery of productions, events and venue operations.

The role provides specialist advice on workforce management, labour utilisation, operational performance, industrial compliance and resource planning. The position works collaboratively with Technical Heads of Department, Production Managers and other stakeholders to improve operational efficiency, manage organisational risk and support the achievement of departmental and organisational objectives.

WHAT YOU WILL DO

Under the broad direction of the Technical Director:

1. Lead and coordinate the day-to-day operations of the technical department, ensuring resources, staffing and service delivery are aligned with organisational priorities and production requirements.
2. Coordinate production planning and communication activities, including the collection and dissemination of production information, schedules, responsibilities and deliverables to ensure staff are informed and prepared for productions and events.
3. Act as a key operational liaison and point of contact for production and technical staff, hirers, visiting companies, contractors and internal stakeholders, facilitating effective communication and issue resolution.
4. Manage workforce planning and resource allocation, including staffing requirements, rostering, labour utilisation and the coordination of technical and production personnel.
5. Contribute to financial planning and business operations, including the preparation of production estimates, labour forecasts, quotations, costings, budget monitoring and expenditure management.
6. Develop, implement and continuously improve operational systems, workflows, and procedures to enhance efficiency, and ensure consistency of service delivery across the technical teams.
7. Oversee compliance, workforce capability and operational readiness, including work health and safety obligations, training, licences, certifications, competency records and fatigue management requirements.
8. Support the effective delivery of productions and events through the coordination of production information, operational reporting, staff communications, workforce records and other administrative functions that enable efficient service delivery across technical teams.

WHAT YOU REQUIRE

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

1. Demonstrated experience managing workforce planning, rostering, resource allocation or operational service delivery within a live performance environment.
2. High-level knowledge of industrial instruments, workforce management practices and employment legislation, with proven experience interpreting and applying these requirements.
3. Well-developed analytical and problem-solving skills, with the ability to evaluate workforce performance data and develop practical business solutions.
4. Demonstrated ability to provide specialist operational advice and influence decision-making across a diverse stakeholder environment.
5. Strong leadership, relationship management and negotiation skills, with the ability to manage competing priorities and complex operational issues.
6. Experience developing and improving systems, processes and business practices to enhance organisational performance and service delivery and workplace safety including fatigue and risk management practices within an operational workforce environment.
7. Understanding of the principles and practices of Workplace Diversity and Equity, Workplace Relations and Occupational Health and Safety and the ability to apply them to work practices, as well as an understanding of, and commitment to the ACT Public Service Code of Conduct.

Other Requirements or Qualifications

- Experience in a performing arts, live entertainment, venue operations, technical production or event management environment.
- Experience coordinating labour recovery, workforce reporting, operational planning or business performance functions.
- Knowledge of technical production workflows, technical asset management and event delivery operations.
- Experience using workforce management, scheduling, payroll, financial and business intelligence systems.

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 LGBTIQ 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	Frequently
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	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
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)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
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	Never
Frequent travel – interstate	Never

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	Occasionally
Exposure to potentially distressing case material	Never

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