

Position Description

Position Title: National Operations Manager

Position Title of Supervisor: General Manager

Position Summary:

The National Operations Manager will be responsible for the overall managing and planning of the business warehousing, maintenance, inventory and logistics operations to allow for functioning and smooth operation of the business nationally. They will be required to allocate responsibilities according to priority and improve productivity and efficiency in relation to equipment and personnel across multiple facets of the operation.

Essential Responsibilities and Functions:

Operations:

- Develop and implement operational strategies and procedures to optimize performance and meet business objectives in line with the business plan
- Manage and mentor a team of logistics professionals, including identifying workforce needs in advance and recruiting to meet future needs
- Identify opportunities for continuous Improvement Initiatives and implement best practices to enhance operational efficiency
- Develop and manage the operational budget, ensuring cost-effective operations and adherence to financial targets
- Prepare regular reports on operational performance, key metrics, and areas for improvement
- Develop and roll out new standard operating procedures
- Conduct audits to identify non-compliance in operating processes and procedures
- Implement training plans to equip staff with the relevant skills
- Manage how products are stored, kits are setup and packaged, naming conventions and serialisation of stock
- Oversee the national vehicle strategy in conjunction with the logistics manager to ensure ongoing capacity
- Manage workload and task assignments for direct reports as well as supervision of junior, full time and casual warehouse staff
- Manage performance reviews of all operational staff
- Manage and/or coordinate service and repairs on company fleet in conjunction with Logistics Coordinator
- Co-ordinate booking of casual factory staff in liaison with crewing coordinator and warehouse manager
- Ensure warehouse is operating under OH&S guidelines. Seek improved safe working methods for existing procedures
- Ensure factory and stock shelves are kept in a tidy and ordered manner
- Coordinate and approve operational staff payroll fortnightly



Other Duties as Required:

- General duties as directed.
- Communicate and assist with associated companies.

Skills and Experience:

Essential Criteria:

- 10+ years' experience within the entertainment technical industry
- Understanding of and passion for the entertainment industry
- Demonstrated experience of leading and motivating high functioning teams
- Demonstrated understanding of OH&S requirements and maintaining compliance
- Excellent attention to detail
- Experience with Microsoft Windows & Office applications
- Operations experience
- Ability to forward plan and prioritise workload
- Current driver's licence (HR & Forklift Licence Preferred)

Personal Characteristics:

- Good communication
- Logistics experience
- Ability to create and maintain strong working relationships
- Display initiative and drive to self-motivate and motivate others
- Ability to work autonomously and within a team as required
- Positive outlook, strong enthusiasm and keeps calm under pressure

Core competencies:

Policy and Planning	- Assist and contribute with policy development and procedures, including continuous improvement
Collaboration	- Work productively with diverse individuals in a variety of circumstances, both internally and externally
Resourcefulness	- Ability to tackle unforeseen challenges using existing resources
Leadership	- Drive and managing Change - Solve problems - Display drive and purpose - Act in accordance with the Code of Conduct and Behavioural Guidelines of the business

Hours of Work:

9.00am – 5.00pm Monday to Friday

Full Time Role – 37.5 hr p/w

Lunch break of 30 minutes

After Hours work is sometimes required.