



POSITION DESCRIPTION

Position	Presentation Coordinator, Soft Services
Department	Operations and Experience
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024 and its successors</u>
Award classification	Administration Grade 4.1
Remuneration	\$88,800 pa, plus 12% superannuation
Terms of engagement	2-year fixed term in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	May 2026
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist workshops and teacher resources. *Creative Engine*, the Centre's industry development hub,

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allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Facilities Manager
Supervises	The role includes supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the Cleaning and Security team.
Internal Relationships	Primary - Operations and Experience teams, ICT Team and Corporate Services staff. Secondary - CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Contractors and consultants, suppliers and associated third parties, Deakin University staff, emergency services, utilities providers, City of Greater Geelong, tenants and members of the public.

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POSITION OVERVIEW

The Presentation Coordinator, Soft Services plays a pivotal leadership role in ensuring Geelong Arts Centre is presented at its absolute best every day. This position is responsible for coordinating and supervising the cleaning, security and presentation standards across all public and operational spaces, ensuring the Centre consistently reflects a welcoming, polished and professional environment for visitors, artists and staff.

As a hands-on people leader, the Coordinator motivates, guides and supports cleaning and security teams, fostering a culture of pride, accountability and high performance. The role champions the Centre's presentation standards, ensuring every foyer, corridor, studio and public area meets or exceeds expectations.

Reporting to the Facilities Manager, the Coordinator also provides administrative and operational support across maintenance programs, minor works, safety protocols, building security and compliance activities. Working closely with Finance, Operations and Production, the role ensures seamless coordination of services and contributes to the Centre's asset management and redevelopment initiatives.

PRIMARY RESPONSIBILITIES

Operations

- Lead, supervise, train and roster cleaning and security personnel, fostering a positive team culture focused on high standards and professional presentation.
- Conduct performance reviews, coach team members and ensure compliance with all site protocols and procedures.
- Maintain exceptional presentation across all common areas, foyers and facilities, ensuring the venue is always visitor-ready.
- Develop and oversee schedules for routine, deep, and event-specific tasks.
- Oversee security systems, including CCTV, access control, ensuring safe and secure operations.
- Conduct daily site inspections to proactively identify cleaning requirements, presentation issues or maintenance issues.
- Manage external contractors across waste, landscaping and other soft services, ensuring quality and consistency.
- Implement and manage the most effective operational and service strategies incorporating industry best practice and innovation that ensures business continuity for the client while achieving the cost savings specified.
- Manage all site documentation and ensure records are kept in clearly identified and retrievable systems.
- Coordinate, schedule and monitor the work of external maintenance staff.
- Collaborate with Operational teams to develop and implement continuous improvement initiatives.
- Work closely with the Manager, Health & Safety and other internal teams, coordinate facilities related safety and security matters, ensuring the Centre fulfils its duty of care to all staff and visitors.



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Facilities Management

- Support the Facilities Manager in the development of maintenance programs that ensure buildings, essential plant and equipment are operated and maintained according to relevant legislation, safety standards and manufacturers advice.
- Coordinate maintenance contractors, maintenance staff and activities according to the approved maintenance program.
- Prioritise and communicate maintenance programs to maximise stakeholder satisfaction and minimise disruption.
- Work collaboratively with internal stakeholders to develop creative facilities solutions that support programming and hirer requirements.
- Report and track facilities related matters with Deakin University for Costa Hall, escalate issues to the Facilities Manager when required.
- Provide reporting on request for outstanding open work orders, closed orders, and spend.

Cleaning

- Develop and maintain daily and event-specific cleaning workflows and checklists for all sites.
- Monitor cleaning consumables and manage reordering to ensure adequate supply.
- Coordinate programmed cleaning maintenance including but not limited to: pressure cleaning, buffing, scrubbing, window cleaning program, gutters including the management of any safety implications and related documentation.
- Ensure that cleaning equipment is maintained in good working order and make recommendations for replacement or upgrading to the Facilities Manager.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.



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SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- Experience in Operations, Facilities or Building management with knowledge of essential safety, security and building compliance requirements.
- Experience in Contractor Management.
- Demonstrated ability to roster, supervise and motivate a small team.
- Demonstrated understanding of the critical nature of the performance of the facility on a positive user experience.
- Proficiency in the use of Microsoft Office, in particular Excel.

Desirable qualifications and experience

- Experience in the use of facilities related systems such as BMS, Access Control, AIMS or equivalent.
- Fire Warden Training, HSE accreditation, technical understanding of plant or equipment

Other requirements

- Flexibility in working hours to support daytime, evening, and some weekend work will be required as part of the normal hours of duty for this position.
- In conjunction with other Centre staff, this role provides an out-of-hours on-call service where unforeseen circumstances require an immediate response. On-site attendance may be necessary. This includes evenings, weekends and public holidays.
- The following checks, licences and certifications are required for this role:
 - Working with Children's Check (employee)
The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Continuous improvement	Proactively improves the efficiency, effectiveness and quality of materials, processes and systems; fosters and encourages an environment in which creativity, innovation and diversity of thought are valued and rewarded.
Navigating complexity	Proactively and quickly makes sense of complex issues; effectively responds to difficult or ambiguous situations; making clear, well-reasoned and timely decisions that have a significant impact on the organisation.
Planning and organising	Plans, analyses and co-ordinates the delivery of projects / assignments while balancing priorities and resources; continually evaluates progress and re-prioritises work based on changing needs
Communicating with influence	Engages and energises others through confident and persuasive communication; tailors communication style and message according to audience needs.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.