Emerging Writers' Festival

Operations Manager Position Description

Job title:	Operations Manager
Reporting to:	Executive Director
Role type:	Part-time, Fixed-term contract (0.8 FTE; 4 days a week) "Ordinary Hours"
Hourly rate:	$28.32 per hour + 12% Superannuation
Professional Development:	$250 allotted to be used within the employment period
Duration:	Monday 23rd February – Friday 23rd October 2026, (8-month contract)

About the Emerging Writers' Festival

The Emerging Writers' Festival (EWF) is a not-for-profit organisation whose foundations are built on supporting emerging writers. We are a place where creativity and innovation are celebrated, where new talent is nurtured and where diverse voices from across Australia are represented.

Fundamentally, EWF is a festival for, by and about emerging writers, celebrated for our inclusive, innovative, and interdisciplinary approach. Our organisation works hard to foster a space for writers, arts workers and storytellers of all kinds who are inspired to create new work, are curious about gaining new knowledge, ideas, and insight, and wish to be connected to a community of like-minded peers.

In 2026 the festival will take place from 10 - 18 September, continuing in its mission to offer support, resourcing, and opportunities to storytellers at all stages of their careers. For more information about the Emerging Writers' Festival, please refer to www.emergingwritersfestival.org.au

About the role

The Operations Manager plays a leading role in the production and implementation of the Emerging Writers' Festival. The role works closely with both the Artistic and Executive Directors to plan and deliver the programming of the Emerging Writers' Festival through a suite of events, projects, exhibitions, and

further programming in-person, online, (sometimes interstate/international) and in multiple venues across Victoria.

The role would suit an ambitious multi-tasker with interest in running arts and festival events. A proven ability to create and adhere to project schedules, liaise with partners/stakeholders and the interpersonal skills to coordinate staff and volunteers are essential. Problem solving skills and the ability to think on your feet are also necessary.

Please remember that this is a developmental role, so applicants are not expected to have experience or knowledge of all the below responsibilities/systems/tasks, and will be given support to learn on the job.

The main responsibilities of the Operations Manager role are as follows:

- Ensuring the smooth running and effective implementation of all Emerging Writers' Festival events both online and in-person;
- Work closely with the EWF programming team to determine technical, venue, production, and material requirements for all festival events; including the arrangement of purchases, hiring and freight of any required elements;
- Manage and monitor the Operations budget which includes expenses for all EWF programming such as venue hire, production and technical rental/hire, production materials, technical equipment hire/purchases, venues, and accessibility costs among others;
- Create detailed run sheets for all festival events, working in running orders from programming, and ensuring all technical, accessibility, venue and artistic requirements are met;
- Spearhead staff training across all areas of operations, including OH&S, FOH, COVID Safety plans, Sustainability plans, venue reports, running orders etc;
- Manage risk assessments for all venues and events in consultation with the Artistic and Executive Directors;
- Spearhead the recruitment of Festival FOH staff, while ensuring that FOH staff are trained, well informed and well prepared for their Festival duties;
- Develop and manage the Festival rostering of EWF staff, FOH, and volunteers for the Festival period (September 10th – 18th);
- Deliver quality training for all staff, FOH and volunteers in operating the ticketing system phone app, customer service, OH&S and emergency protocols; and conducting as needed comprehensive pre-Festival/inductions; a post-Festival debriefs;
- In collaboration with the Marketing and Philanthropy Coordinator manage aspects of the Ferve ticketing system, including ticket data uploads to Ferve, points of sales, customer ticket enquiries and refund/exchange/booking requests, website interfacing, and box office reporting;
- Complete all post-Festival reporting and documentation including authoring the end of year Operations report as well as any assigned event reports.

The Operations Manager while overseeing the above responsibilities will also (with guidance and oversight from the Executive Director);

- Participate in the recruitment of a 2026 Volunteer Coordinator, and work closely with them in the lead up to and during the 2026 Festival to oversee the management and implementation of the Festival Volunteers Program and other associated responsibilities;
- Work alongside the Volunteer Coordinator in the lead up to and during the Festival to establish efficient systems for managing volunteer shift changes, inductions, training, and communications, as well as sending out pre-event briefs to staff, FOH and volunteers.
- Assist the Marketing and Philanthropy Coordinator and Executive Director in evaluating post-Festival feedback from Festival FOH, Volunteers, and Volunteer Coordinator while providing recommendations to improve for future festivals

Conditions

- The remuneration for the position is $28.32 per hour, "ordinary hours" 60.8 per fortnight (0.8 FTE) plus 12% superannuation.
- The Operations Manager will be employed by the Emerging Writers' Festival and will work from the Festival office at the Wheeler Centre in Melbourne, Victoria. The Emerging Writers' Festival is a flexible working environment and some work can be done from home, however weekly presence in the office is required (this role cannot be performed fairly as a remote/interstate role).
- The contract will start the week of **February 23rd 2026** at 0.8 FTE, actual working days to be negotiated. The role will then shift to **full-time from Monday 10th August** until **Monday 21st September** (6 weeks) remaining at the standard baseline of pay (0.8 FTE). Post-Festival the role will shift to 3 days per week (0.4 FTE) from **Monday 21th September** to the week of **Monday 26th October** (6 weeks) still remaining at the 0.8 FTE baseline of pay. The week right after the end of the 2026 Festival (September 21st until October 4th) is a paid week of post festival leave for all staff.
- On-site and out-of-hours work will be required in the lead up to and during the festival period as reflected by the increase to full-time during this period. EWF operates using a TIL (Time In Lieu, or TOIL 'Time Off In Lieu') system, with EWF providing paid time off instead of paying overtime rates for additional hours worked outside of the above schedule. TIL is only valid when it's agreed to in writing by the Executive Director before the overtime is worked.
- EWF strives to create a culture of ongoing learning and improvement and encourages all staff to make the most of the available developmental opportunities that will be offered/available whilst in this role/position. We also encourage self-led professional development to further skills and

knowledge and to this end; a modest professional development budget has been set aside for this role of $250.

- A full detailed written post-festival report must be supplied to the Emerging Writers' Festival ahead of the conclusion of the contract (the week of Monday 26th Oct, 2026).

Key Selection Criteria

- A passion for storytelling and a keen interest in EWF's target audience and mission;
- Curiosity, a sense of play and a proactive desire to create positive social change through the arts and culture;
- An interest in event delivery and in pursuing a career in the arts and/or culture. Particularly relevant to those with an interest in arts/cultural production, coordination, administration, and management;
- A high level of organisational skills and demonstrated problem-solving capacity and initiative, with attention to detail;
- Excellent time management skills, with the ability to work under pressure to meet deadlines;
- Demonstrated project management skills and experience, leadership skills, and interpersonal skills;
- Good communication skills (both written and verbal) well developed negotiation skills; and the ability to communicate with a range of people both professionally and interpersonally.

How to Apply

- Only applications that address the Key Selection Criteria will be considered.

- Applicants must submit a statement of no more than three pages addressing each of the key selection criteria, together with a (single page) CV and (single page) cover letter in one document (word or PDF) with your surname as the file name.

- Please submit your application to jes.l@emergingwritersfestival.org.au with the subject "APPLICATION: EWF Operations Manager"
- **Applications close 11:59PM AEDT, Sunday 18th January 2026**. Late applications will not be accepted.

EWF is an equal opportunity employer and provides a safe and inclusive space for **all** of our staff and stakeholders. Aboriginal and Torres Strait Islander people, people with disability, LGBTIQA+ people and people who have experienced cultural and racial marginalisation are strongly encouraged to apply for this position.

For any questions about the role please contact Jes Layton (Executive Director) via jes.l@emergingwritersfestival.org.au