



HR Operations Manager

As the HR Operations Manager at Trafalgar Entertainment Asia-Pacific, you will be an integral part of our team, responsible for overseeing and optimising our HR processes, policies and programs. You will work closely with various departments to ensure the delivery of exceptional HR services that support our employees' growth, engagement, and satisfaction.

Key responsibilities include HR process optimisation and implementation, policy development, employee relations, compliance, data management, performance management, training and development and HR reporting.

The role is part time, between 15 to 22 hours per week. The specific days and hours can be flexible, as long as they align with the business's operational requirements. Additionally, the role may entail occasional evening availability due to timezone differences with Trafalgar Entertainment, which is headquartered in the United Kingdom.

The primary work location for this role will be the Theatre Royal Sydney offices at 108 King Street, Sydney. However, there will also be an opportunity for remote work during part of the workweek to provide flexibility.

To submit your application please email your resume to **trsrecruitment@trafalgarentertainment.com.au** with the Subject Line 'HR Operations Manager' before **Tuesday 3rd October 2023**.

Applications are open to those with full working rights in Australia. Trafalgar Entertainment Asia-Pacific is an Equal Employment Opportunity Employer.

For further information, please refer to the Position Description below.



Position Description

Position: HR Operations Manager, Trafalgar Entertainment Asia-Pacific
Reporting to: General Manager, Theatre Royal Sydney
Location: Theatre Royal Sydney
Hours: Part Time Hours (Permanent Position)

Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney in Australia, and 14 UK regional venues), The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O'Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions and Imagine Theatre.

About the Role:

As HR Operations Manager, your role will be to help develop, grow and shape the HR offering to the business, HR processes and contribute to the success of the team. Working closely with the General Manager, this role is largely HR generalist, with a focus on the solid provision of operational HR, business focused HR advice and activities. You will also be required to deliver value-added service and support our managers with the end-to-end employee lifecycle, as well as handle employee relation concerns and issues as they arise.

The role will initially be based at the Theatre Royal Sydney working closely with the team in Sydney and the UK.

Trafalgar Entertainment Asia-Pacific (TEAP) currently consists of a single legal entity, responsible for the operation of the Theatre Royal Sydney. Venue developments in other parts of Australia are planned and this role will take ownership of all legal entities relating to these developments, reporting at both a venue level and as an Asia-Pacific Group.

Key Responsibilities:

- Maintain in-depth knowledge of Award agreements and Employment Act legislation as well as keeping up to date with regulatory requirements / legal risk and advise as appropriate
- Build and nurture key relationships ensuring you are visible across the venue and are regarded as a valuable resource
- Meet and liaise regularly with key stakeholders to understand people priorities and requirements, supporting as required
- Drive change through identifying common people concerns across the venue and through team collaboration, provide suitable solutions, programs, and policies
- Provide day-to-day performance management guidance, through coaching, mentoring, advising, upskilling or by giving local support
- Deliver Group HR initiatives, including cultural and transformational change, training programmes and performance management systems
- Work closely with management & employees to improve working relationships, build morale, increase productivity & retention
- Manage and resolve complex employee relation issues by ensuring proper processes are adhered to and expert legal advice is sought and followed as appropriate. Guide venue management through process and support as required.
- Build a clear succession plan, identifying potential through the development of a talent pool. In conjunction with key stakeholders identify and propose people solutions for key positions.
- In conjunction with the Group HR Team, develop local HR Policies and guidance, providing clarification where needed
- Compile training needs analysis in order to assess development priorities and deliver, evaluate, and monitor training programs to ensure success, follow up to ensure training objectives are met and that there is a ROI.
- Recommending and sourcing training and development provision, both internal and external
- Manage and oversee day to day administration activities related to Senior Manager recruitment and onboarding
- In conjunction with TE HR Central support team and the General Manager of TRS, manage the annual remuneration process by ensuring all salary increases are in line with what has been budgeted. Provide information to the Central HR team as required and support the communication process to the teams.
- Carry out regular salary benchmarking for proposal, as part of a recruitment process or the review of someone's salary or change of role.
- As appropriate, support the implementation of a new HR System, leading the training, rollout and upkeep of the system
- Lead and drive a customer focused culture throughout the team to deepen client relationships and leverage broader relationships, systems and knowledge.
- Support with payroll approval when required

Skills and Attributes:

- Demonstrable HR Generalist and Operations experience
- Demonstrable collaboration and influencing skills and ability to work under pressure
- A completer finisher mindset, a passion for making things work and strong attention to detail
- Innovative way of working and an ability to 'think outside the square'
- Previous experience of managing HR and payroll systems
- Demonstrated understanding and interpretation of modern awards
- High level of accuracy and attention to detail
- Excellent communication and interpersonal skills

Work, Health & Safety:

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To understand and help implement the WHS procedures and risk assessments and TRS's operational integration within 25 Martin Place
- To assist in completing departmental risk assessments and ongoing document and procedural review.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required

Qualifications and Experience:

- Minimum five years' experience in similar role
- Previous experience and interest in the live performance industry is highly desirable but not essential
- Experience with working with and understanding the Live Performance Australia (LPA) Award is highly desirable