



## POSITION DESCRIPTION

<b>Position:</b>	<b>BIGSOUND Event Operations Manager</b>
<b>Reports to:</b>	Director of Operations and Projects
<b>Direct reports:</b>	Event Operations Coordinator, event staff and crew, volunteers
<b>Location:</b>	374 Brunswick Street, Fortitude Valley, QLD 4006
<b>Employment Basis:</b>	Fixed-Term, Part-Time
<b>Salary:</b>	\$85,000 - \$95,000 per annum, pro rata, plus Superannuation
<b>Time Commitment:</b>	ASAP – 21 June: 4 days/week 22 June – 20 September: 5 days/week 21 September – 11 October, 3 days per week

## ABOUT QMUSIC

**QMusic is the peak body for Queensland’s music sector, the state-wide representative voice for Queensland’s musicians, music workers, live music venues, and fans.**

We resource and empower the businesses big and small who will create the soundtrack of Queensland’s future. From Cairns to Coolangatta, and Mackay to Mount Isa, we create artistic, social, and economic outcomes for a successful contemporary music industry, with programs that include Australia’s largest music industry event, BIGSOUND; the Queensland Music Awards; and industry development programs, scholarships, and awards that assist artists and music businesses across our state.

Our goals and strategies are underpinned by the following key principles, which define the character of QMusic and the way our organisation operates:

- **GENUINE:** we are open, honest, and transparent, and we will always be accountable to the industry for our work.
- **INCLUSIVE:** we are deliberately inclusive, fair, and equitable, and expect the same from our partners and stakeholders.
- **INDUSTRY FOCUSED:** we are connected to and representative of the industry and we put their needs and priorities at the centre of what we do.
- **INFORMED:** we seek to listen and learn, and we make our decisions based on grounded information and industry best practices.
- **BOLD:** we are ambitious and actively seek out ways to be fresh and original. We position ourselves within a contemporary mindset, valuing creativity and innovation.

## POSITION SUMMARY

The **Event Operations Manager** is responsible for leading the planning and delivery of all venue, site, and production elements for BIGSOUND. Reporting to the Director of Operations & Projects, and working closely with project leads and production managers across the event precinct, this role is the central coordination point for venue and site management, production scheduling and budgeting, contractor oversight, compliance, and event crew supervision. The Event Operations Manager brings together the operational, logistical, and administrative threads of BIGSOUND delivery, ensuring events are executed safely and to the highest standard.

## KEY ACCOUNTABILITIES

### 1. EVENT PLANNING AND DELIVERY

Lead the planning, coordination, and delivery of all venue, site, and supplier elements for BIGSOUND, maintaining strong relationships with internal and external stakeholders.

- Research and provide quality event management advice to the Director of Operations & Projects and project leads, in collaboration with Production Managers.
- Work with project leads and production managers to ensure all production elements are coordinated and in place for event delivery.
- Act as primary contact for venues, suppliers, and production contractors throughout the planning cycle, including managing negotiations and contracting.
- Establish and maintain high standards of written and verbal communication with project leads, venues, suppliers, and other people relevant to BIGSOUND event delivery.
- Play a key role in implementing event accessibility planning, in collaboration with project leads, and in consultation with relevant advisors.
- Work with the Brand & Content Manager and project leads to plan and order event operational signage.
- Proactively identify opportunities and take action to further BIGSOUND's sustainability goals, particularly in relation to procurement and waste management.
- Maintain clear and collaborative communication with all BIGSOUND departments.
- Represent QMusic professionally in all external meetings and forums.

### 2. SAFETY AND RISK MANAGEMENT

Ensure all event delivery achieves a high standard of safety while meeting compliance requirements and proactively managing risk, in line with organisational strategy.

- Develop and maintain the Event Management Plan (EMP) and its attachments, coordinating input from all relevant departments and contractors.
- Develop risk management plans and review safe operating procedures for event delivery in consultation with other project staff.
- Ensure legislative requirements with regard to Work Health and Safety from a public, creative, artist, staff, and crew perspective are maintained.
- Secure and oversee event permits, licences, and compliance documentation.
- Liaise with local stakeholders, emergency services, and government agencies to ensure clear communication ahead of and during events.
- Work with the Concert Care project lead and safety contractors to support the implementation of the precinct crowd care strategy.

### 3. ON-GROUND DELIVERY & SUPERVISION

Lead operational delivery across the event precinct, working with Production Managers to oversee site infrastructure, contractor delivery, and event staff from bump in through to bump out.

- Serve as primary event manager on duty, overseeing the event management schedule to ensure supervision, central management, and real-time support of the event precinct during bump in, show days, and bump out.
- Prepare final event briefing and documentation packs, including detailed production schedules, for distribution to relevant suppliers and crew.
- Oversee installation and deinstallation of site infrastructure, design elements, and signage.
- Act as primary on-site liaison for operational contractors, ensuring service agreements are met and issues are resolved promptly.
- Oversee crowd care and safety services, and central event control operations.
- Provide clear and concise delegated tasks to event staff and crew under your supervision, in a timely and supportive manner.
- Provide real-time event updates as needed to the Director of Operations & Projects and the QMusic executive team, including incident escalation.

#### 4. BUDGET MANAGEMENT & ADMINISTRATION

Manage delegated event budgets and resources with a focus on financial accountability, accurate forecasting, and efficient procurement and administration.

- Plan, research, obtain quotes, and confirm costs in relation to venue, site and production.
- Update forecast expenditure for delegated budgets with all known information throughout the term of the contract.
- Provide accurate budget and expenditure handover documentation at the completion of the contract.
- Follow QMusic procurement and delegation procedures, ensuring timely invoice processing and expenditure approvals.
- Manage the accurate preparation, timely finalisation, and up-to-date filing of service agreements, venue contracts, and other event documentation.
- Develop and maintain a high degree of competency in the operation of QMusic's database and project management systems (training and support will be provided).

#### GENERAL DUTIES

- Attend QMusic events, functions and workshops, to support event delivery or to represent QMusic, some of which will take place outside standard business hours.
- Utilise QMusic's organisation-wide systems in accordance with policies and procedures provided.
- Play an active role in effectively implementing workplace health and safety protocols.
- Participate in post-event evaluation and reporting, including documentation of lessons learned and areas for improvement.
- Contribute to a positive, collaborative, safe, and inclusive work environment, including abiding by QMusic's [Collective Responsibility](#).
- Undertake any other duties as reasonably requested by the Director of Operations & Projects.



## KEY RELATIONSHIPS

**Internal:** Director of Operations & Projects, QMusic executive team, QMusic's Senior Production Manager, program managers, producers, and other project leads, QMusic internal team

**External:** Venues, suppliers, contractors, local stakeholders, emergency services, and artists and industry representatives where required

## POLICIES AND WORKPLACE PRACTICES

All QMusic employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times. It is expected employees will be respectful towards the organisation, colleagues, clients and public, act collaboratively with all colleagues and act in safe and responsible manner at all times.

Flexible work hours will be required for occasional weekend and evening events, particularly for the week of BIGSOUND (Monday 31 August – Friday 4 September).

## SELECTION CRITERIA

### ESSENTIAL KNOWLEDGE, EXPERIENCE AND SKILLS

- A team player with demonstrated experience in event operations, production, or site management.
- Demonstrated ability to manage complex, multi-stakeholder projects and budgets, ideally within festival, live music, or large-scale events context.
- Strong verbal and written communication skills, with the ability to confidently and effectively liaise across a diverse range of stakeholders, including suppliers, government agencies, and creative project leads.
- Sound understanding of WHS, event permit requirements, and risk management planning.
- A proactive, collaborative, and solutions-focused approach to problem-solving.
- Highly organised and administratively capable, with competency in digital tools and project management systems.

### DESIRABLE CRITERIA

- Experience working in the music industry, live performance, or the broader creative and cultural sector.
- Familiarity with BIGSOUND or similar music industry conference and festival formats.
- People leadership experience, including supervising event crew, coordinators, and volunteers.
- Strong negotiation skills and experience managing service agreements and venue contracts.

## APPLICATIONS

Please send:

- a cover letter demonstrating your suitability for successfully performing the requirements of the role
- a current CV including two employer references

Submit your application via the [QMUSIC Job Applications](#) form by **11:59 PM AEST WEDNESDAY 11 MARCH 2026**.

Enquiries: Please contact the QMusic office on (07) 3257 0013 or [careers@qmusic.com.au](mailto:careers@qmusic.com.au)