

# Commercial & Operations Manager

## Position Description

<b>Reports to</b>	Director
<b>Direct reports</b>	Financial and Management Accountant; Operations Associate; Visitor Services and Volunteer Program Manager
<b>Term</b>	This is a full-time permanent position (5 days a week) with additional out of hours support when required
<b>Start date</b>	July

### About Heide

Heide is a public art museum and sculpture park located on a stretch of the Yarra River in Melbourne that has long served as a meeting point and as a creative hub. Once a significant Wurundjeri gathering place, the site later attracted the artists of the Australian Impressionist School before becoming the home of art patrons John and Sunday Reed in 1935.

The Reeds and their circle of artists and writers embraced the brave and the new in art and ideas and their spirited legacy inspires the museum's activities today, from collaborating with emerging and mid-career artists to celebrating those who have made major contributions to Australian and international art. Set on 6.5 hectares of parkland with five gallery spaces, award-winning architecture and a distinctive collection of more than 3,800 works of art, Heide holds a special place in the cultural landscape of Australia.

Heide is an equal opportunity employer, committed to building a diverse and inclusive workplace that is respectful and supports creativity and innovation. We encourage applications from First Nations people, people of culturally diverse backgrounds, people with disabilities, and people from the LGBTIQ+ community, and provide a working environment that prioritises Cultural Safety. If you need assistance with this application due to a disability, please contact us at [employment@heide.com.au](mailto:employment@heide.com.au) or 03 9850 1500.

This vacancy is an opportunity to join a group of outstanding professionals dedicated to ensuring Heide flourishes.

### About this Position Description

This position description is intended to provide an overall view of the role and may change from time to time to fulfil new business objectives and strategies as they arise.

### Application Instructions

Applications should include a cover letter, curriculum vitae and a statement addressing the Key Selection Criteria (no longer than 2 pages total) and be submitted by **5pm Friday 19 June 2026** to: [employment@heide.com.au](mailto:employment@heide.com.au)

Please state '**Commercial & Operations Manager**' in the subject line.

# Commercial & Operations Manager

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**Primary focus of the position** The Commercial & Operations Manager is responsible for the financial sustainability, commercial performance, operational governance and people management of Heide Museum of Modern Art. Reporting to the Director and acting as Company Secretary, the role works closely with the Board and Senior Leadership Team to ensure strong governance, compliance, financial discipline and organisational effectiveness across a not-for-profit cultural institution with diverse revenue streams. The role directly manages the Financial and Management Accountant, Operations Associate, and Visitor Services and Volunteer Program Manager, including oversight of the Retail Store Coordinator and Visitor Services Officers through that team structure.

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**Key Responsibilities**

**Finance & Financial Management**

- Lead annual and multi-year budgeting, forecasting and financial planning
- Oversee cashflow management, accounting systems and financial controls
- Prepare monthly management and Board financial reports
- Coordinate annual statutory financial statements and external audit
- Ensure compliance with taxation, ASIC and statutory reporting requirements
- Manage grant budgets, financial acquittals and funding compliance
- Oversee finance operations and directly manage the Financial and Management Accountant

**Commercial Management & Revenue Operations**

- Manage retail and hospitality commercial partnerships, including oversight of the Retail Store Coordinator
- Provide commercial leadership across admissions, venue hire and memberships,
- Balance commercial outcomes with visitor experience and public value
- Monitor commercial performance, margins and cost efficiency
- Lead commercial analysis, pricing, contract review and supplier management

## Commercial & Operations Manager

### Position Description

- Identify and assess new revenue and business improvement opportunities
- Provide commercial advice to the Director and Senior Leadership Team

#### **Operations & Business Administration**

- Oversee core business operations and internal services, including direct management of the Operations Associate
- Maintain and review organisational policies, procedures and delegations
- Oversee Operational Health and Safety regulations and procedures
- Ensure effective internal controls for cash, contracts and assets
- Manage organisational insurance, risk protections and legal matters
- Drive continuous improvement in administrative systems and processes

#### **People & Culture (HR Governance)**

- Oversee HR policies, employment frameworks, employee contracts and compliance
- Lead and support direct reports across finance, operations, visitor services, retail and volunteer programs, including management of the Visitor Services and Volunteer Program Manager
- Advise leaders on people management, performance and employee relations
- Oversee fortnightly and monthly payroll, remuneration, superannuation and WorkCover administration
- Support workforce capability, development and organisational culture
- Liaise with the Board committee on people, remuneration and governance matters

#### **Governance, Risk & Company Secretary**

- Act as Company Secretary to the Board and Committees
- Coordinate Board, AGM and Committee cycles, agendas, papers and minutes
- Ensure accurate corporate records and statutory filings
- Maintain the organisational risk management framework

## Commercial & Operations Manager Position Description

- Identify, monitor and report on key financial, operational and compliance risks
- Support Audit & Risk Committee processes and recommendations

### Information Technology Oversight

- Provide governance oversight of IT systems, data security and digital capability
- Manage external IT service providers
- Support system upgrades, business continuity and staff capability

### Key Relationships

- Director and Senior Leadership Team
- Board of Directors and Board Committees
- External auditors, regulators and funding bodies
- Commercial partners, advisors and service providers

### Skills, Capabilities & Attributes

- Strong financial management and commercial acumen
- Sound understanding of governance, risk and compliance
- Ability to translate complex information into clear Board-level insights
- Strong leadership, judgement and stakeholder management skills
- Highly organised with ability to manage competing priorities
- Clear, confident written and verbal communication
- High integrity, discretion and accountability
- Commitment to the values and purpose of an arts and cultural organisation

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### Experience & Qualifications

- 8–12 years' experience in senior commercial, finance or operations roles
  - Demonstrated experience working with Boards and governance structures
  - Tertiary qualification in finance, accounting, business or commerce
  - CPA or CA qualification strongly preferred
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# Commercial & Operations Manager

## Position Description

**Key Selection Criteria**

To achieve the purpose of the position, the following attributes are required:

- Strong financial management and commercial acumen
- Sound understanding of governance, risk and compliance
- Ability to translate complex information into clear Board-level insights
- Strong leadership, judgement and stakeholder management skills
- Highly organised with ability to manage competing priorities
- Clear, confident written and verbal communication
- High integrity, discretion and accountability
- Commitment to the values and purpose of an arts and cultural organisation

**Other relevant information**

- The successful applicant will be subject to a six-month probationary period.
- Office standard hours are 9.00am to 5.00pm Monday to Friday with after-hours work when required.
- The successful applicant will be required to undergo security clearances performed by the Australian Federal Police, and are required to undergo Heide Environment, Workplace and Occupational Health & Safety inductions.
- It is the employee's responsibility to understand and adhere to Heide's Policies & Procedures.
- Heide requires all employees to have an understanding of its Risk Management Framework.
- Heide Museum of Modern Art is an equal employment opportunity (EEO) employer and committed to fair and equitable treatment for all employees and potential employees, on the basis of their skills and abilities, whatever their differences in other respects. At Heide we value and respect the diversity of our workforce and we are committed to providing a supportive and healthy working environment that is free of unlawful discrimination, harassment and bullying.