

Examples of Organisational Structures for Venues

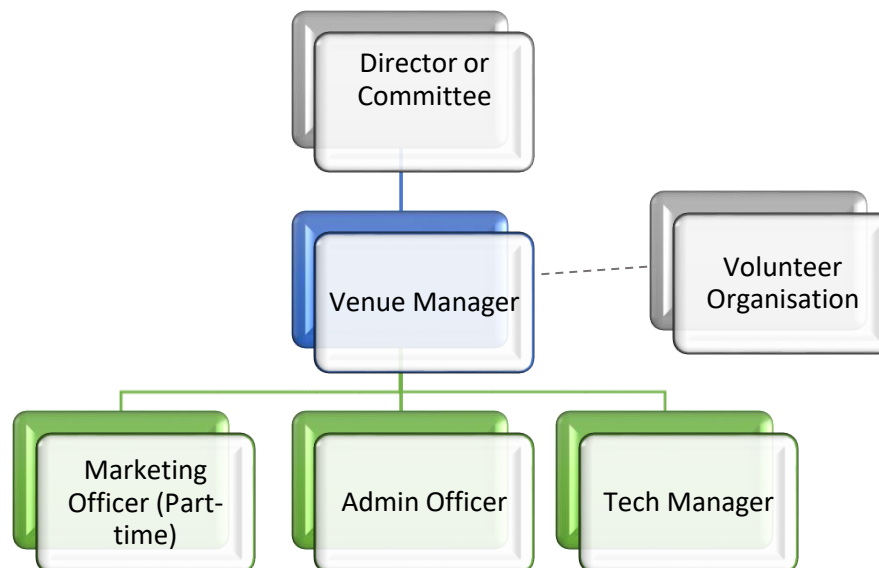
Organisational Structure

Having a clear Organisational Structure is important whether you are small or large venue, as ensures that all people involved with your organisation are clear regarding roles and responsibilities and who to engage with regarding different areas of the operation.

Each position within your organisational structure also needs to have a 'Position Description' as part of Human Resources documentation.

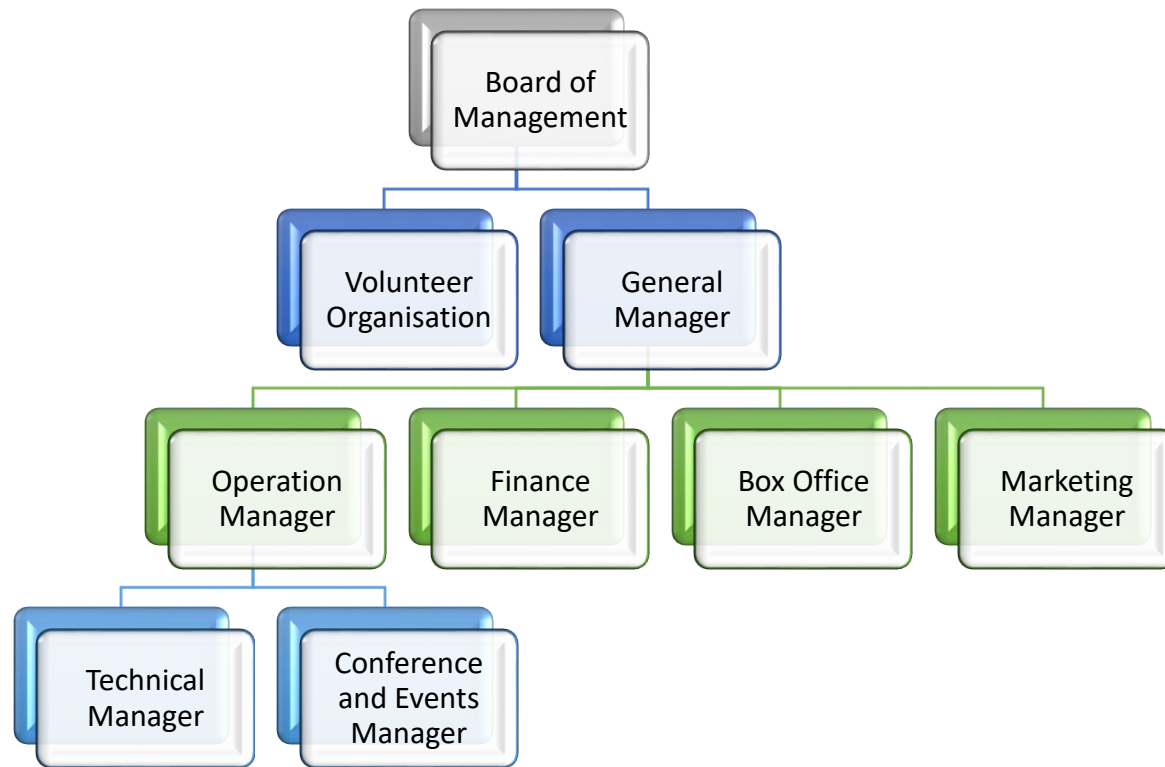
Below are some various options for organisational structures with some explanatory notes regarding the different models. These examples are from different arts centres around Australia and intended to give you some ideas of how different structures can be implemented.

Each venue is different and these examples are intended to provide ideas of what is possible. In developing your own structure your individual needs, resources, business model and various other factors will need to be considered.



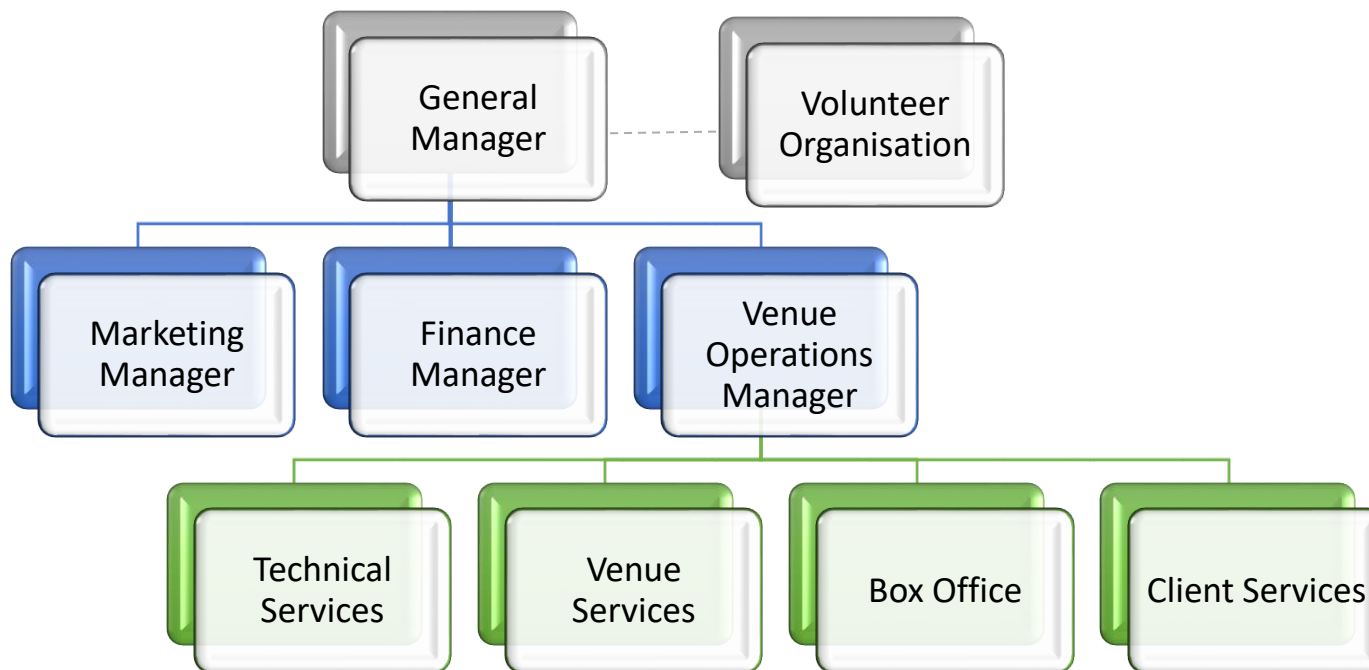
Note – Whether a Not-for-profit or a local government organisation, each of the positions reports to the Venue Manager with a 'direct line' of supervision. The line between the Venue Manager and the Volunteer Organisation is a line of 'communication' rather than of direct report.

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Note – This model is a larger Not-for-Profit performing arts centre with ‘Department Heads’ that all are employed at Manager level for distinct department, with direct reporting into the General Manager position. With an Operations Manager in employed to oversee many of the daily ‘operational’ function of the Centre, the technical department and the conferencing and events are also separated; and report directly into the Operations Manager Position.

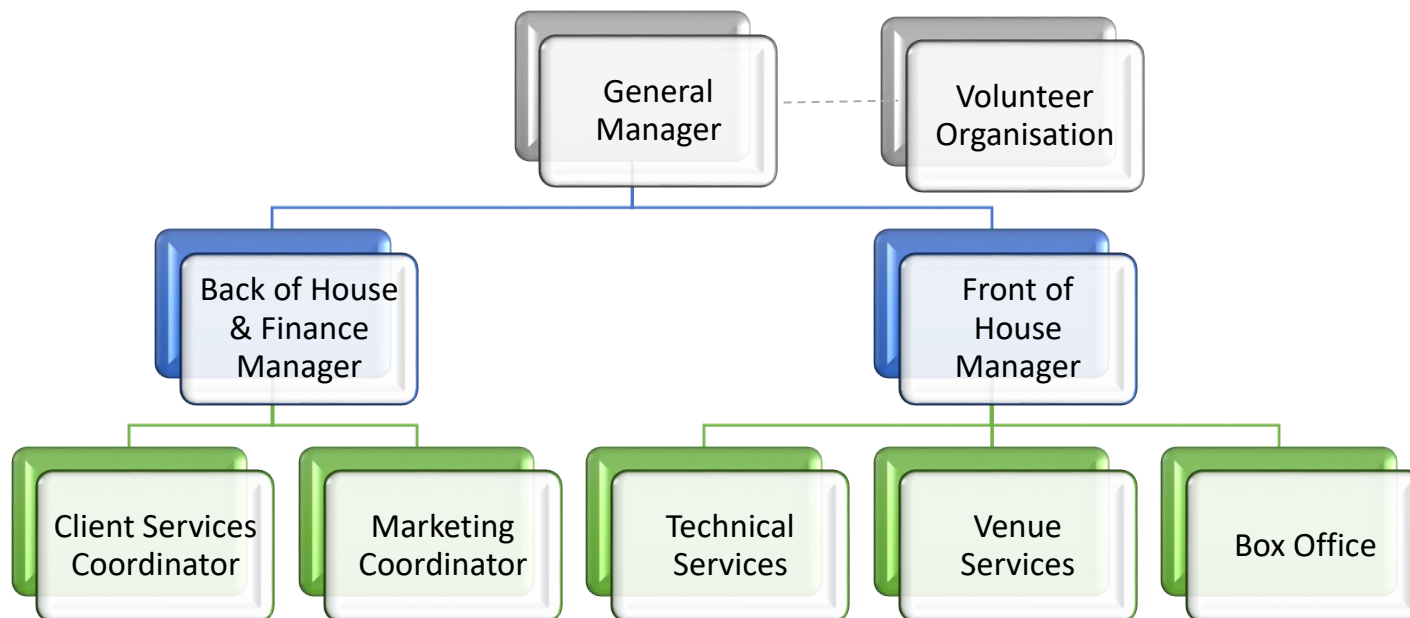
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Note – in this example the marketing and finance services are separated from the rest of the operation and report into the venue’s General Manager. The remaining positions then are classified as Venue Operations Services with a Venue Operations Manager position created.

With this option the Venue, Technical, Box Office and Client services are each distinct business units of the Centre.

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Note – In this model, two more ‘senior’ managers are engaged under the direction of the General Manager, with business operations separated into two divisions:

- Back of House – being the business of or clients hiring and utilising the venue to conduct their own business and;
- Front of House – being business that effects general public interacting with the centre, as patrons, customers and attendees