

Manager – Operations

Job Description

Reporting to the Deputy Director of CHAT, the Manager of Operations is responsible for:

- acting as the main point of contact between the CHAT team and property management, and other relevant parties on all venue-related issues in support of CHAT operations;
- monitor daily operations of CHAT front of house, including CHAT gallery and CHAT shop and ensuring efficient circulation of public paths for smooth running of all events in the venues;
- upkeeping all exhibition spaces and proper operation of equipment, all back of house storage, meeting rooms and office spaces;
- ensuring all operation arrangements of the venues are in good order and in compliance of all licensing and statutory requirements;
- assisting in planning and logistic arrangement of special events including hardware and software;
- supporting the planning and installation of special equipment such as lighting and audio/visual items with CHAT's technical team;
- monitoring the inventory of supplies required for building maintenance and daily operations;
- overseeing Visitor Experience team including gallery reception operations, customer service, manpower deployment, analogue and/or digital signage setup, locker management, and public announcement system;
- coordinating the application of necessary government licences, including but not limited to TPPE licence, and liaise with relevant officers to receive necessarily licence before opening of exhibitions;
- coordinating and preparing documents for application of government licences or permits;
- supervising any emergency evacuations as required, according to emergency procedures, and ensuring the safety of all staff and visitors at all times;
- supervising and monitoring the performance of contractors and property management on venue maintenance, installations, venue security, cleaning, utility operations, fire protection systems, IT systems as well as arranging regular maintenance works;
- assisting in the preparation of the annual venue operations budget; and
- performing other ad hoc duties.

You should have/be:

- Bachelor's degree or diploma in facilities management or over 10 years of experience in related fields and disciplines; less experienced candidate will be considered for Assistant Manager;
- diploma or certificate in occupational health and safety, or first aid training is a plus;
- 5 years of relevant experience, preferably in venue operations, experience in disciplined services or hospitality industry is a plus;
- familiarity with building systems, codes and regulations in Hong Kong;
- must be able to work on duty roster during weekends and holidays;

- able to work independently under pressure to meet tight deadlines, creative problem-solver with analytical mindset, a team player with good interpersonal skills and able to communicate effectively at all levels;
- proactive approach to tasks with meticulous attention to details;
- passionate about art, culture and community engagement events;
- proficiency in MS Word, Excel and PowerPoint; and
- good command of spoken English, Cantonese and Putonghua.

TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, expected salary and names of 2 references with contact information to hr@mill6chat.org by 18 Mar 2024.

*The information provided will be kept confidential and used for recruitment purposes only. Applicants not contacted within **six weeks** after application deadline may consider their applications unsuccessful.*