

Position Description: Duty Manager

Based in Albury-Wodonga on Wiradjuri Country the Flying Fruit Fly Circus is Australia's National Youth Circus and the country's only full-time circus school for young people aged 8–19. Our new **Circus Centre Melbourne (CCM)**, located on Wurundjeri Country, is an exciting hub for artists, community programs, and sector development.

This role is based at Circus Centre Melbourne, working day-to-day within this vibrant space while being fully supported by the Flying Fruit Fly Circus team. You'll follow established systems and procedures, report to the Circus Centre Melbourne Manager, and contribute to the bigger picture of a nationally significant organisation – all while helping shape this brand-new home for circus in Melbourne.

Role Title:	Duty Manager
Location:	Circus Centre Melbourne, 35 Johnston St, Collingwood VIC 3066
Reports To:	Circus Centre Manager
Direct Reports:	N/A
Days / Hours:	<p>This is a casual position.</p> <p>Shifts of a minimum length of 3 hours will be available within regular business hours (8am–8:30pm Monday to Saturday). Extended hours may occur due to events and performance seasons.</p>
Pay Rate:	\$38 p/hr

Purpose of Role:
<p>The Duty Manager is responsible for ensuring the safe, smooth, and professional operation of Circus Centre Melbourne's training and rehearsal spaces. This role combines safety oversight, first aid, equipment and rigging supervision, and high-quality customer service. The Duty Manager ensures that all programs, sessions, and events are conducted in a safe and well-managed environment, while supporting staff, participants, and visiting artists.</p>

Key Responsibilities:

Customer Service

- Provide high-quality customer service to members, artists, participants, and clients of CCM.
- Respond to enquiries or issues on the training floor promptly, professionally, and courteously.

Training Safety & Risk Management

- Support inductions into CCM spaces.
- Ensure all training is conducted safely and appropriately, following CCM's Commitment to Safety Policy and risk management procedures.
- Monitor training, correct unsafe behaviour and stop unsafe practices when necessary.
- Ensure equipment is used correctly; quarantine, report, or remove faulty items from use.
- Maintain an orderly training room environment; coordinate participants and trainers to keep walkways clear and pack away equipment and props safely.

First Aid & Incident Response

- Serve as a First Aid Officer.
- Act as Chief Warden for any evacuation procedures, ensure all staff and participants safely evacuate to the muster point.
- Ensure all required paperwork and incident forms are completed after injuries or incidents.
- Follow CCM notifiable incident procedures.

Operations

- Undertake opening and closing of the building procedures.
- Maintain and enforce cleaning procedures as required.
- Set up and pack down circus and other equipment safely before and after sessions.
- Advise the CCM Manager on repairs and maintenance requirements.

General Responsibilities

- Attend scheduled meetings, training sessions, and reviews as required.

Measures of Success:

Success in this role will be demonstrated by:

- Safety Compliance: Training sessions and programs operate without preventable incidents; equipment is maintained to a high standard.
- Effective Incident Response: All injuries and incidents are managed with care, promptly, and with correct documentation and communication to relevant parties.
- Operational Efficiency: Training spaces, equipment, and props are set up, packed down, and maintained efficiently.
- Customer Satisfaction: Members, participants, artists, and clients report a positive and professional experience.

Qualifications & Experience:

Essential

- Experience working in circus or circus education environments.
- Demonstrated exemplary safety record in a similar role (e.g., supervisor, stage manager, venue manager, or training floor manager), with references to support.
- Ability to carry out regular physical and visual safety checks as part of a daily safety routine and paying attention to any potential risks or equipment decline.
- Excellent verbal communication skills, with a professional presentation and manner.
- Demonstrated problem-solving and decision-making skills, ensuring tasks are completed safely, professionally, and with quality customer service.
- Valid Victorian Working with Children Check or the ability to get one.

Desirable

- Rigger certification or an equivalent combination of relevant knowledge, experience and/or training.
- Hands-on experience in rigging, equipment management, or aerial apparatus operation.
- Previous experience in coordinating special events, productions, workshops, or community projects in a circus or performance context.
- Current First Aid qualification, Fire Warden Training or similar.

How to Apply

Applications close: Wednesday 10 September 2025 at 9:00am

To apply, email your CV and a cover letter to Donna Baldwin (Executive Officer) - dbaldwin@fruitflycircus.com.au

Your cover letter should include:

- A short introduction about yourself
- A response to this question: *What excites you about joining the Flying Fruit Fly Circus team and taking on this role right now?*

You can choose the format of your cover letter that works best for you:

- **Written** (1 pages)
- **Video** (up to 5 minutes)
- **Audio** (up to 5 minutes)
- **Auslan video** (if you need interpretation, let us know and we'll arrange it)

Interviews:

Interviews will take place between **15–17 September**. Please let us know in your application if you have any times, you're unavailable.

Need support or adjustments?

If you need any assistance with your application or would like adjustments to the process, contact **Steph Cox (Circus Centre Manager)** at steph@circuscentremelbourne.com.au for a chat.