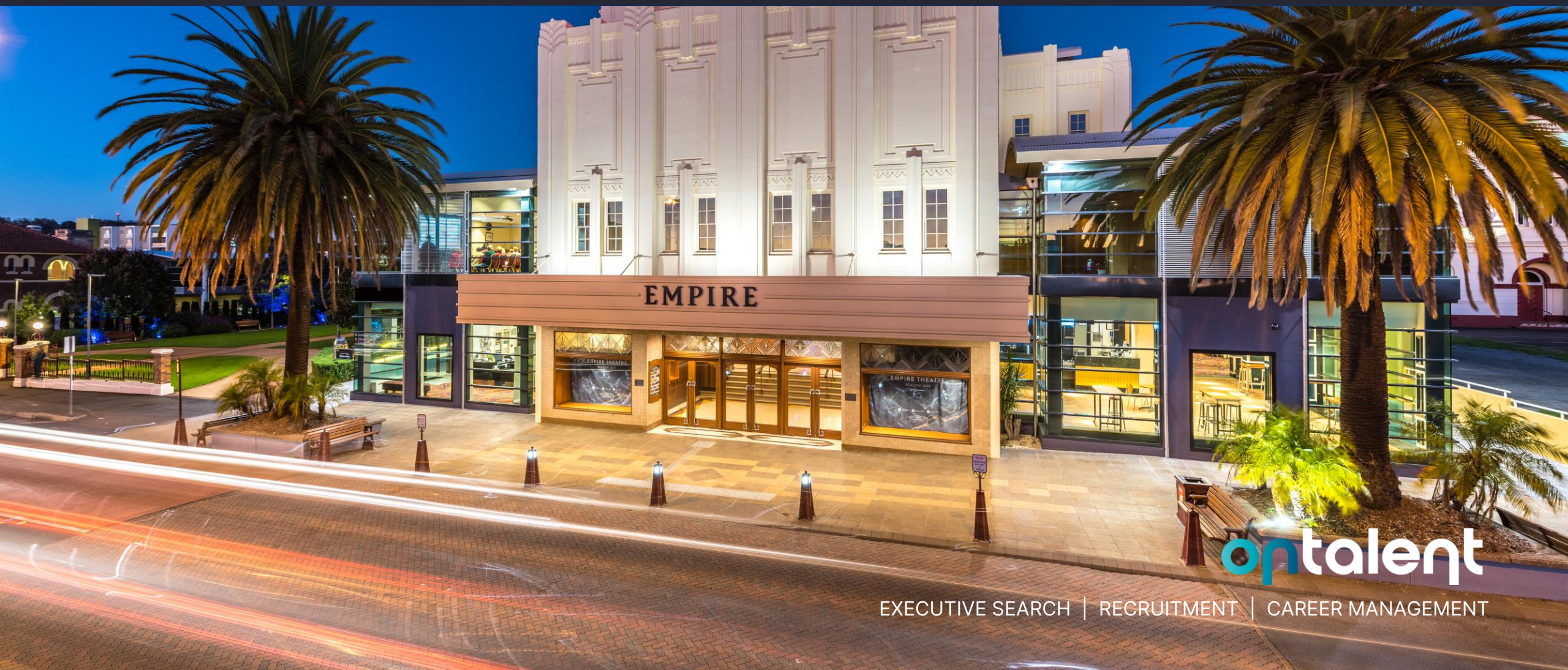


The Empire
Business Services Director
Success Profile | September 2025

THE EMPIRE



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EXECUTIVE SEARCH | RECRUITMENT | CAREER MANAGEMENT

Introduction

Thank you for your interest in the **Business Services Director** selection process.

OnTalent is privileged to lead the process of this appointment on behalf of **The Empire**. This Success Profile provides you with information regarding the organisation, the role, our ideal candidate and the process we will use.

Once you have reviewed this material, and if you haven't already, please [visit](#) for details on how to apply.

I look forward to working with you through this process and invite you to contact Jay Baxter or myself directly at anytime on 07 3305 5800.

Chris Dougherty

Head of Government & Not-for-Profit
OnTalent

THE EMPIRE



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The Empire

At OnTalent, we are delighted to partner with The Empire, home to Australia's largest regional theatre and a cultural landmark renowned across the country. Situated in the heart of Toowoomba, The Empire combines a proud heritage with an ambitious vision for the future. Its heritage-listed art deco theatre is an architectural masterpiece and a cornerstone of Australia's performing arts landscape.

Proudly managed on behalf of Toowoomba Regional Council, The Empire serves as a thriving hub for creativity, innovation, and community connection. It attracts world-class productions, celebrated national tours, and local performances, delivering diverse programs that inspire, educate, and entertain audiences from across the region and beyond.

The Empire also plays an important role in supporting emerging talent and regional artists, fostering artistic development and delivering programs that build cultural capability and engagement within the community.

With its bold growth agenda, The Empire is entering an exciting period of transformation — strengthening its role as a leading destination for performing arts, expanding its reach, and deepening its impact on the region. Through innovation, collaboration, and passion for excellence, The Empire continues to evolve while staying true to its heritage and purpose.

This is more than a theatre; it's an iconic institution dedicated to shaping Queensland's cultural identity and enriching the lives of its community and visitors alike.

The Empire

The Empire's fundamental business is theatre.

As custodians and managers of the largest theatre in regional Australia, the people that make up The Empire are charged with ensuring the significant suite of arts and entertainment venues are valued, maintained and activated.

By working with industry partners, collaborators, audience and patrons The Empire team seeks to:

- Develop dynamic, inclusive and exceptional opportunities for performing arts and community activities
- Deliver diverse, world-class performing arts experiences, anywhere
- Connect people, ideas and stories to shape and inspire imagination and creativity

Inspiration and motivation is drawn from their values of:

- **Innovation** – We are vibrant, adventurous, entrepreneurial and bold
- **Collaboration** – We cannot achieve our goals on our own
- **Transformation** – We stimulate change for the better
- **Creativity** – We are champions for the Arts
- **Excellence** – We embrace quality and best practice in all we do

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Chief Executive Officer

Giuliana Bonel

Giuliana is a passionate and dynamic arts leader with over 18 years of experience across Queensland's performing arts industry. She is currently the CEO of The Empire in Toowoomba, following an extensive career with leading arts organisations including the *Australian Festival of Chamber Music*, Arts Queensland, Access Arts, *Brisbane Festival*, *Queensland Music Festival*, and Brisbane Powerhouse.

Giuliana has worked extensively in regional and Far North Queensland, with a strong focus on raising awareness of First Nations regional arts practice and fostering collaborative partnerships across the sector.

During her tenure with *Queensland Music Festival*, she successfully led high-profile campaigns for major state-wide events, including the World's Biggest Orchestra Guinness World Records attempt, the *G20 Cultural Celebrations* opening concert, *Brisbane's Keys to the City*, and the inaugural *Yarrabah Band Festival*.

At Brisbane Powerhouse, Giuliana managed the organisation's largest portfolio, spearheading creative brand development and delivering acclaimed events such as the *Brisbane Comedy Festival*, *MELT Festival*, and *Night Feast*.

Giuliana currently serves on the Queensland Academy of Excellence in Musical Theatre Industry Advisory Board and as Secretary on the Stage Queensland Management Committee. In 2024, she was recognised with an InQueensland 40 Under 40 Award celebrating exceptional leadership.



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Business Services Director

The **Business Services Director** is a newly created senior leadership role at **The Empire**, designed to drive financial sustainability, strengthen corporate functions, and support organisational growth. Partnering closely with the CEO, the role leads the strategy and operations of finance, risk, HR, governance, and reporting - ensuring The Empire delivers on its vision while maintaining operational excellence.

Key Accountabilities

- Lead the development and delivery of financial strategies aligned with business plans and organisational priorities.
- Oversee financial operations and outsourced accounting services, ensuring compliance with Australian Accounting Standards and regulatory obligations.
- Manage corporate services, including HR, risk, governance, policy development, and compliance frameworks.
- Provide the CEO and Board with accurate, timely financial analysis, reporting, and insights to inform strategic decisions.
- Coordinate annual audits, grant acquittals, and external reporting to funding partners.
- Drive process improvement and operational maturity to strengthen organisational capability.
- Translate complex financial information into accessible insights for diverse stakeholders.
- Foster a collaborative, values-driven culture aligned with The Empire's mission and community impact.

 [Position Description: Business Services Director](#)

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THE EMPIRE

Our Ideal Candidate

Ready to roll up your sleeves and make magic happen?

This is no ordinary finance and corporate services role - it's your chance to be at the heart of one of Australia's most iconic performing arts precincts. We're looking for a hands-on, well-rounded leader who's as comfortable digging into the detail as they are zooming out to see the big picture.

What you'll bring to the stage

You'll be the kind of person who loves making the numbers sing - someone who can lead financial operations and reporting with confidence. You will be able to translate financial information into plain English for non-financial audiences. This isn't a 'sit back and delegate' kind of gig. You'll get involved, you'll get practical, and yes, you'll occasionally get your hands dirty.

Ideally, you'll come from an arts, entertainment, or theatre background - or, at the very least, you'll have a genuine passion for the arts community and have been waiting for the perfect opportunity to bring your professional expertise into something you truly love.

How you'll make an impact

The Empire is an organisation with around \$6M in annual revenue, which means your leadership will be felt everywhere. You'll work closely with the CEO and Board to bring the strategic plan to life, supporting the organisation's growth and helping shape its future. Here, titles don't matter as much as attitude. *A no task too big, no task too small* mindset is what makes people thrive in this team.

This role is based at The Empire precinct in Toowoomba. While flexible working arrangements are the norm, this is not a fully remote position. You will bring tertiary qualifications in accounting, commerce, finance or related discipline and CPA or CA recognition highly regarded.

Above all, you'll bring a collaborative, ethical and inclusive leadership style. You'll value community and connection, champion the arts, and be committed to The Empire's values and the cultural vibrancy of the region.



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Our Process

At OnTalent, we specialise in partnering with purpose driven organisations to identify and secure exceptional leadership and we are pleased to be working with The Empire on this recruitment project.

Our approach is deliberate, strategic and people centred. Every step of our process is designed to ensure alignment between candidate capability and organisational purpose. From understanding the culture and objectives of our clients to engaging and assessing talent in a considered and thorough way, we don't cut corners.

We are deeply committed to creating inclusive and equitable recruitment experiences. Our process is built to reduce bias and support diverse representation at all stages. We will work closely with you to ensure we are able to create an inclusive, fair and accessible pathway for you throughout the process. We encourage all candidates to discuss their individual circumstances with our team at any time.

Our recruitment process is built to deliver results that last.



THE EMPIRE

OnTalent Commitment

OnTalent is committed to providing exceptional levels of service to our clients and candidates alike.

Our commitment is to 'Connect People and Purpose' and we take this seriously.

Our core service standards for this project will include:

- All candidate calls returned on the same day.
- All client requests actioned in the same day.
- All applicants to be given an outcome within five working days.
- All interviewed candidates to be given verbal feedback.
- All reports to be tailored and accurate and delivered on time.
- Interviews coordinated so that candidate's privacy is a priority with no candidates seen by other candidates.
- All candidates to be prepared and briefed for panel interviews.
- All panel members fully briefed prior to interviews as to format, questions, and candidate profiles.



THE EMPIRE

If you have questions about this role, please reach out to one of the team below.
We welcome your application via the apply button on the [OnTalent Website](#).

Chris Dougherty
Head of Not-For-Profit and Government
OnTalent
07 3305 5800



Jay Baxter
Associate Client Partner
OnTalent
07 3305 5824

