



Head of Operations – Immersive Experience Studio

Reports to:	General Manager – Creative Services
Location:	Miramar, Wellington
Special Requirements:	Some overseas travel

Role Purpose

To oversee the operational, financial, and administrative performance of the Immersive Experience (“IE”) Studio, including its satellite offices, to ensure sustainable growth, fiscal discipline, and efficient resource management, enabling the studio to deliver world-class immersive experiences that meet both creative and commercial objectives across all locations.

The Head of Operations – Immersive Experience is the bridge between strategy and execution.

Key Accountabilities & Outcomes

Financial Management

- Lead the creation of the annual Immersive Experience Studio budget, in collaboration with the General Manager of Creative Services, the Head of Immersive Experience (BD), and other key stakeholders.
- Ensure the budget is reviewed, maintained, and adjusted throughout the year to reflect project performance, changing business priorities, and financial forecasts.
- Partner with the finance team to deliver monthly profit and loss reports, cash flow forecasts, and variance analyses for both the primary and satellite studios.
- Prepare business cases and performance summaries to support strategic and operational decision-making.
- Oversee all financial approvals for IE and ensure compliance with company policies and sustainable profit targets.

Operational Oversight

- Maintain and continuously improve studio systems, processes, and compliance frameworks across both the New Zealand and Abu Dhabi studios.
- Ensure all administrative, legal, and commercial processes (quotes, agreements, invoicing, reporting) are executed accurately, efficiently, and in alignment with company standards.
- Update and improve operational systems and communication pathways between the Immersive Experience Studio, the Creative Studio, Creative Media, and Manufacture, ensuring cross-studio processes are streamlined, transparent, and collaborative to optimize productivity and efficiency.
- Coordinate operational meetings to ensure alignment between project delivery, creative, and business functions.
- Support the setup and ongoing management of new or expanding studio locations, ensuring operational readiness and adherence to local legal requirements.

- Provide operational leadership to ensure all activities meet company, legal, and health & safety standards across all relevant jurisdictions.
- Maintain and update operational documentation and knowledge systems to support clarity and consistency.

Resource Planning

- Lead resource management and forecasting across all projects, in collaboration with project managers, producers, and creative leadership.
- Provide clear expectations and updates to other managers on current and projected resource capacity, utilisation, and performance.
- Identify potential bottlenecks, over-allocations, or capability gaps early, and propose proactive solutions to maintain delivery effectiveness and efficiency.
- Guide the optimisation of team structures, workflows, and resourcing models to balance creativity, efficiency and profitability.

People & Culture

- Oversee the recruitment, onboarding, training and professional development, performance management and team cohesion across both the primary and satellite studios.
- Foster a positive, collaborative, and inclusive culture that reflects Wētā Workshop's values of creativity, courage, kindness, Kotahitanga and excellence.

Leadership & Communication

- Provide transparent communication and regular updates to colleagues and SLT on financial health, operational readiness, and resource performance.
- Champion collaboration within the Immersive Experience Studio locations and between other teams (Creative, Media, and Manufacture) by aligning systems, tools, and processes to improve efficiency and reduce friction.
- Act as a key conduit between operational, creative, and delivery teams, ensuring alignment on priorities and resource availability.
- Model strong leadership by promoting accountability, clear decision-making, and proactive issue resolution.
- Champion best practices in health, safety, and wellbeing across all teams and facilities.

Qualifications & Experience

- Relevant business qualification and 10-12 years' experience in all aspects of management.

Skills & Competencies

- Strong commercial acumen and financial management skills
- Strategic thinker with excellent analytical and forecasting skills
- Highly skilled communicator, negotiator, and relationship manager
- Highly organized, proactive problem-solver, with a focus on continuous improvement.
- Experienced in designing and improving cross-functional systems and processes
- A natural people leader with a collaborative working style.

Key Working Relationships

Internal

- IE Studio
- CFO
- Business Development Managers
- Creative Media Team
- Design Studio Team
- Creative Director

External

- Clients
- Vendors
- Third-Party Suppliers

People Management

Responsible for 11 and indirect reports (subject to change).

As a leader of others: Builds the 'big picture' by championing Wētā Workshop's philosophy, values, and strategic initiatives; Makes things happen by establishing team goals, processes, and role clarity, taking action that's in the best interests of the company; Creates awesome teams by building trust and a safe environment to learn, create, and contribute freely.

Completed on: 13/11/2025 **Review Date:** 1/01/2027