



JOB DESCRIPTION

Title: **Ticketing and Front of House Coordinator**

Hours: Part-time and Full time (see schedule)

Basis of employment: contract until November 2017

Salary on commencement: \$55,000 p.a. plus superannuation pro rata

Performance Space's standard Terms and Conditions of Employment form part of this job description.

Reporting line: Reports to: General Manager
Manages: Volunteer Coordinator

APPLICATIONS CLOSE: 9am Monday 17 July

PERFORMANCE SPACE

Performance Space is the crucible for risk-taking artists. Emerging over 30 years ago in response to artists' articulated desire to explore and investigate new forms of art, Performance Space has consistently identified, nurtured and presented new directions in contemporary practice. We champion risk, experimentation, and new modes of creative expression. Performance Space continues to evolve and renew to meet the needs of the independent sector and explore new models for developing and presenting the most critical and important new work.

The breadth of our organisational and artistic activity is informed and underpinned by a commitment to diversity. Performance Space embraces a diversity of artistic and cultural perspectives as being fundamental to a vibrant and engaging experimental arts culture. We therefore privilege the work of Aboriginal artists, practitioners from diverse cultural backgrounds, artists exploring new takes on sex and gender, disability and artists pushing the boundaries of the human through experiments with new technology.

OUR VISION

To be a world leading experimental arts organisation, championing new developments in artistic practice and connecting artists and audiences with the most dynamic and innovative new work across the Asia Pacific to expand our understanding of what contemporary art can be.

Performance Space is supported by the Australian Government through the Australia Council, its arts funding and advisory body and the New South Wales Government through Arts NSW.

Performance Space is a resident tenant at Carriageworks, 245 Wilson Street Eveleigh.

Ticketing and Front of House Manager: Position Summary

Performance Space divides its staff activities across four broad areas including: programming, production; marketing and development; and finance and administration.

The Ticketing and FOH Coordinator autonomously manages in-house ticketing procedures, working closely with the General Manager and Marketing team to deliver efficient ticketing, customer service and volunteer coordination for the 2017 *Liveworks* Festival of Experimental Art.

The Coordinator acts as the first point of contact between Performance Space and the public for ticketing and front of house during the festival. The Coordinator manages the Volunteer Coordinator who oversees all volunteers through the festival and the Ticketing and FOH Coordinator works closely with venue (Carriageworks) FOH team to ensure a smooth festival experience for audiences. As well the Coordinator works closely with external ticketing provider Ticketmaster and Ferve ticketing software providers to ensure easy and effective ticketing solutions for the festival.

The Ticketing and FOH Coordinator is the first point of contact between Performance Space and the public through ticketing and front of house during the festival. The Coordinator manages the Volunteer Coordinator who oversees all volunteers throughout the festival, they also work closely with the Carriageworks FOH team to ensure a smooth festival experience for audiences. The Ticketing and FOH Coordinator works closely with our external ticketing providers Ticketmaster and Ferve, ensuring easy and effective ticketing solutions for the festival.

DUTIES

To oversee all Performance Space's ticketing needs for *Liveworks* Festival, and work closely with the General Manager and the Marketing and Development Manager.

- Oversees the roll out of the ticketing strategy for *Liveworks* Festival
- Manage the Performance Space in-house ticketing system for events outside of *Liveworks* Festival
- Liaise with Ticketmaster, Ferve & Carriageworks on all ticketing
- Supervise the Volunteer Coordinator to ensure the volunteer needs for the festival are met and that the volunteer process is smoothly rolled out
- Collate ticketing reports and other data analysis to assist with marketing aims of the company
- Develop and maintain ticketing procedures and reports, including maintaining up-to-date knowledge of appropriate Performance Space policies and overseeing box office procedures
- Manage all patron data for use in marketing and audience development campaigns
- Respond to customer service inquiries and resolve any issues that may arise
- Undertakes general duties as required including office administration, general enquiries and attending staff meetings.

SELECTION CRITERIA

Essential

- High level of oral and written communication skills
- High level of organisational skills
- Experience in ticketing (preferably in an arts organisation or festival environment)
- Exceptional customer service skills
- High level problem solving skills and experience in resolution of customer issues
- Attention to detail
- Experience working with word processing, spreadsheets and email software
- Experience working with Mac OSX and a wide range of software

- Flexibility to work weekends and evenings.

Desirable

- Knowledge of contemporary arts practice and the confidence to engage with artists and audiences.
- Experience in working with Ticketmaster or similar
- Experience in working with inhouse ticketing platforms (such as Ferve)
- Basic website maintenance skills

SCHEDULE:

From 31 July 2017
Two days per week

From 28 September 2017
3 Days per week

From 2 October
5 days per week (full time)

FESTIVAL from 16 – 29 October 2016
Full time

30th November 2 days per week (one week wrap)

For more information or to discuss please call Vanessa Lloyd, General Manager 02 8571 9116 or email Vanessa@performancespace.com.au

APPLICATIONS CLOSE 9am Monday 17 July and interviews will be held later that week

To apply please send:

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- a curriculum vitae (CV) of no more than two pages;
 - a statement of no more than two pages that illustrates how your skills, knowledge and experience match the duties and person specifications.
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Please ensure your full contact details including phone number and postal address, are included in your CV.

We will only accept applications by email. Email your application to vanessa@performancespace.com.au.

Please provide all attachments as PDFs.

Performance Space is committed to equality and diversity, through our program of activities and as an employer. Our practices and procedures aim to reflect the varied needs, expectations and culture of all members of our community. We make every effort to ensure that no member of the community receives less favourable treatment in our recruitment or when accessing our services on the grounds of gender, gender identity, disability, race, religion or belief, age or sexual orientation.
