



JOB DESCRIPTION

Title: Ticketing and Audience Engagement Coordinator

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

Basis of employment: casual contract, festival role

Remuneration: Pro Rata 57,000 p.a.

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

Reports to: General Manager/Marketing and Development Manager

APPLICATIONS CLOSE: 9am Wed 19 June

ABOUT PERFORMANCE SPACE

Performance Space is the crucible for risk-taking artists. Emerging over 35 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.

ABOUT LIVeworks

Liveworks is Performance Space's annual major presentation season, spanning two weeks in October and activating the entire Carriageworks precinct: every theatre, gallery and studio space as well as the public and exterior spaces of the building. Throughout these spaces, Liveworks presents the most exciting new artists and works from across Australia and the Asia-Pacific region in an intensive festival environment. Liveworks has already found a unique place in Australia's arts ecology: fostering the most innovative new developments in contemporary art in the region, and connecting them with a broad, diverse and growing audience.

ABOUT THE ROLE

The Ticketing and Audience Experience Coordinator is responsible for delivering the ticketing strategy and in-house ticketing procedures, working closely with the General Manager and Marketing team to deliver efficient ticketing, customer service and audience experience.

The Coordinator acts as the first point of contact between Performance Space and the public for ticketing and audience experience during the festival. The Coordinator works closely with the Volunteer and Front of House Coordinator who oversees all volunteers through the festival and works with the venue's Front of House team.

The Ticketing and Audience Experience Coordinator works closely with venue's (Carriageworks) ticketing team and Visitor Services Officers to ensure a smooth festival experience for audiences. As well the Coordinator works with external ticketing software provider Ticketbooth to ensure easy and effective ticketing solutions for the festival.

DUTIES

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

- Manage the ticketing process and audience experience for *Liveworks*
- Compile ticket information packs for Ticketbooth and manage the Liveworks ticketing system
- Work closely with Carriageworks ticketing staff to ensure all Liveworks ticketing and audience engagement requirements are met
- Collate and distribute daily ticketing reports and other data analysis to assist with the marketing aims of the company, including maintaining up-to-date knowledge of appropriate Performance Space policies and box office procedures
- Respond to customer service inquiries and resolve any issues that may arise
- Manage opening night tickets, VIP and artists complimentary ticket allocations with the programming team and General Manager
- Work closely with the Volunteer and Front Of House Coordinator who oversees the volunteer and Front of House needs of the festival
- Undertake general duties as required including office administration, general enquiries and attending staff meetings

SELECTION CRITERIA

Essential

- Experience in ticketing and box office management (preferably in an arts organisation or festival)
- Experience in building and managing a ticketing system such as Ticketbooth
- Exceptional stakeholder management and liaising skills
- Exceptional customer service skills (preferably in Front of House or audience engagement)
- High level problem solving skills and experience in resolution of customer issues
- Attention to detail
- High level of oral and written communication skills
- Experience working with word processing, spreadsheets and email software
- Experience working with Mac OSX and a wide range of software
- Ability to work weekends and evenings

Desirable

- Experience in event invitation management and complimentary ticketing
- Knowledge of contemporary arts practice and the confidence to engage with artists and audiences.

- Basic website maintenance skills

2019 SCHEDULE:

15 July – 11 October 38 days total (negotiated part time schedule)

14 – 27 October: 14 days total

30 October: 2 days wrap

Total package: \$11,840 plus super

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

APPLICATIONS CLOSE 9am Wed June 19 and interviews will be held within a week

Please send the below to Vanessa@performancespace.com.au by 9am 18 June

- A cover letter outlining your interest in working with Performance Space as the Ticketing and FOH Manager for Liveworks
- A curriculum vitae (CV) of no more than two pages listing two references;
- A statement of no more than two pages that illustrates how your skills, knowledge and experience incorporate the key responsibilities and match the selection criteria.

Please ensure your full contact details including phone number and postal address, are included in your CV.

We will only accept applications by email.
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.