



POSITION DESCRIPTION

Title:	Ticketing, Front of House and Volunteer Coordinator
Hours:	Part-time and Full time (see schedule)
Basis of employment:	casual contract, festival role
Remuneration:	Pro Rata \$60,000 p.a. plus super
Reports to:	General Manager/Marketing and Development Manager

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

ABOUT PERFORMANCE SPACE

Performance Space is the crucible for risk-taking artists. Emerging over 38 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 Festival of Experimental Art is Performance Space's annual major presentation season, now in its eighth year, 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, Front of House and Volunteer Coordinator is responsible for delivering the ticketing strategy and managing in-house ticketing procedures, working closely with the General Manager and Marketing team to deliver a smooth audience plan, as well as recruiting and managing the Festival Volunteers for Liveworks 2022.

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 Venue (Carriageworks) Front of House Manager 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.

The Coordinator manages volunteers with the Liveworks Programming Team through the festival including recruiting, induction and rosters. The role liaises with the Access Coordinator to ensure quality audience experiences for all audience members.

The Coordinator works closely with the General Manager and Venue team to ensure government directives and venue policy for audiences gathering during COVID -19 are adhered to. Including understanding audience requirements for the Liveworks Program.

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 for Ticketbooth and manage the Liveworks ticketing system
- Work on the website to build ticketing pages with the Marketing team
- Work closely with Carriageworks ticketing staff to ensure all Liveworks ticketing and requirements are met
- Work closely with the Carriageworks Front of House Manager to plan all audience needs of the festival
- Collate and distribute daily ticketing reports and other data analysis to assist with the marketing aims of the company
- Maintain an up-to-date knowledge of appropriate Performance Space and Carriageworks policies and procedures, including those relating specifically to the pandemic
- Work closely with the General Manager, Carriageworks Front of House team on plans to comply with gathering processes and government directives for the festival
- 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
- Recruit, induct and roster volunteers for the festival period, working closely with the



Programming Team for all volunteer requirements

- 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 Front of House and audience/customer engagement
- Experience in volunteer management (or teams of staff)
- Experience in editing 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
- High level of oral and written communication and customer service skills
- Experience working with word processing, spreadsheets and email software
- Experience working with Mac OSX
- Ability to work weekends and evenings

Desirable

- Experience creating webpages – using templates
- Knowledge of contemporary arts practice and the confidence to engage with artists and audience

2022 SCHEDULE:

August – October 43 days total (negotiated part time schedule)

Week Starting	
August 15	2
August 22	3
August 29	5
September 5	2
September 12	2
September 19	2
September 26	2
October 3	4
October 10	5



October 17	7
October 24	6
October 31	2

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

HOW TO APPLY

APPLICATIONS CLOSE 5pm Wed 27 July and interviews will be held later that week.

Please send the below to Vanessa@performancespace.com.au

- A cover letter outlining your interest in working with Performance Space as the Ticketing and Audience Experience Coordinator 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.

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.