

JOB DESCRIPTION FORM

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| JOB TITLE: Events Operations Coordinator (STC) | POSITION NUMBER: 14613 | CLASSIFICATION: Level 4 |
| AWARD PSA 1992 / PSGOGA | EMPLOYMENT TYPE Fixed-Term, Full-Time | |
| DIRECTORATE Venue Operations | TEAM Venue Management – STC | |
| POSITION REPORTS TO Manager Venue Operations State Theatre Centre | POSITIONS REPORTING TO THIS POSITION Administration Assistant, L2; Stage Door Keepers, L3 VMA | |
| PURPOSE OF POSITION <p>The Event Operations Coordinator STC is responsible for managing venue and event bookings, within budget to meet a high level of client and patron satisfaction whilst ensuring events are cost effective and meet environmental and security requirements. The role also manages and develops relationships with regular hirers to ensure ongoing venue usage and promote new events. The role oversees and manages Front of House, Event Operations and Accounts staff.</p> | | |
| CONTEXT <p>The Perth Theatre Trust (the Trust) is a statutory authority established and constituted under the <i>Perth Theatre Trust Act 1979</i> to oversee the management and operation of theatres vested or leased to the Trust by the State Government.</p> <p>The Trust is responsible for the care, control, management, maintenance, operation and improvement of theatres under its control which currently includes the Albany Entertainment Centre, His Majesty's Theatre, Subiaco Arts Centre and the State Theatre Centre of WA.</p> <p>It operates as a portfolio organisation in the Department of Local Government, Sport and Cultural Industries.</p> | | |

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STATEMENT OF DUTIES

1. Manages hire enquiries, providing advice for non-resident company performances and event bookings.
2. Manages the Event Supervisor and Administration (Accounts) Assistant positions.
3. Manages Front of House staff and authorises all front of house payroll.
4. Coordinates all event arrangements including provision of estimates, site inspections, marketing, promotions, ticketing, relevant venue risk assessments and appropriate staffing.
5. Ensures events comply with venue safety and environmental policies.
6. Liaises with internal and external stakeholders to ensure successful delivery of events.
7. Evaluates contractual compliance, quality of service and customer satisfaction of events.
8. Maintains regular contact with prospective hirers and actively attempt to convert enquiries into confirmed bookings.
9. Oversees front of house compliance of venue emergency and evacuation plan and procedures.
10. Event manages programmed events and performance seasons.
11. Manages stakeholder relationships, consults and negotiates with a range of external stakeholders including industry representatives.
12. Establishes and maintains communications with other Departments to ensure the enhancement and successful delivery of services.
13. Assists Venue Management in maximising activation of venue spaces and investigating possible partnerships and/or opportunities.

14. Manages access services including the audio description service and volunteers.
 15. Ensures all accounts are completed in a timely manner
 16. Compiles event related income and costs for final event settlement.
 17. Assists with monitoring and reporting on financial performance.
 18. Implements policy, standards and operating procedures to manage the delivery of events.
 19. Coordinates issuing and receipt of contracts, and advance sales requests.
- Other duties as required with respect to the skills, knowledge and abilities of the employee.

Compliance and Legislative Knowledge

- Comply with the DLGSC Code of Conduct, policies and procedures and relevant appropriate legislation.
- Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.



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WORK RELATED REQUIREMENTS (SELECTION CRITERIA)

Essential

1. Demonstrated experience in event management within the arts, cultural and/or entertainment industries.
2. Experience with contract negotiation and management.
3. Well-developed communication and interpersonal skills, including the ability to work collaboratively with a diverse range of stakeholders.
4. Experience with event budgets.
5. Sound organisational and prioritising skills with the ability to ensure activities are sequenced and able to meet timelines, while maintaining attention to detail.
6. Commitment to the delivery of quality customer service.
7. Demonstrated team management and supervisory skills, including the ability to motivate and develop staff.

Desirable

8. Experience in Microsoft Outlook, Word and Excel software.
9. Experience in use of event management / functions software or similar such as Ungerboeck.
10. Experience maintaining a shared event calendar.
11. The ability to build extensive networks and contacts in the arts or entertainment industry.

KEY RELATIONSHIPS / INTERACTIONS

1. Manager Venue Operations and Manager STC
2. Administration Assistant STC
3. Event and Operations Officer STC
4. Technical Staff
5. Hirers/Promoters
6. Food and Beverage Contractors

REGISTERED
DEPARTMENT OF LOCAL
GOVERNMENT, SPORT AND
CULTURAL INDUSTRIES

Initials: NW

Date: 15.01.20

KEY CHALLENGES

1. Maintaining strategic partnerships with resident companies.

SPECIAL CONDITIONS

1. A current (within 6 months) National Police Clearance certificate is required.
2. Perth Theatre Trust operates in a 7 day a week environment, there will be some requirement to work weekends and after normal business hours.

LOCATION

This position is based in Perth however; employees may be required to work from any of the PTT venues as required.

Manager Signature: **Date:**/...../..... **Employee Signature:** **Date:**/...../.....