

## POSITION DETAILS

**Position Title**

Event and Operations Coordinator

**Position Number**

14613

**Classification Level**

Level 4

**Award/Agreement**

Public Service Award 1992, or any other prevailing industrial instruments

**Division/Directorate**

Culture and the Arts

**Branch/Section**

Perth Theatre Trust

**Physical Location**

State Theatre Centre of Western Australia (STCWA)

**Effective Date**

5/11/2021

**Employment Type**

Fixed-Term

**Employment Status**

Full time

## REPORTING RELATIONSHIPS

**Position reports to**

13764 – Manager Venue Operations STCWA, L5

**Positions reporting to this position**

None

## PURPOSE OF THE POSITION

The Event Operations Coordinator STCWA 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 position manages and develops relationships with regular hirers to ensure ongoing venue usage and promote new events.

## ABOUT THE PERTH THEATRE TRUST

The Perth Theatre Trust (PTT) is a statutory authority established and constituted under the *Perth Theatre Trust Act 1979* to oversee the management and operation of theatres vested or leased to PTT by the State Government.

PTT 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 State Theatre Centre of WA.

ORGANISATION	MISSION	VISION	VALUES
DLGSC	To enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.	Creating a vibrant, inclusive and connected WA community.	Customer Focused Responsive Respectful Accountable Innovative
PTT	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service

## DUTIES OF THE POSITION

This section outlines the essential results and outcomes required of an individual in this position.

1. Manages hire enquiries, providing advice for non-resident company performances and event bookings.
2. Coordinates all event arrangements including provision of estimates, site inspections, marketing, promotions, ticketing, relevant venue risk assessments and appropriate staffing.
3. Oversees management of Front of House staff.
4. Ensures events comply with venue safety and environmental policies.
5. Liaises with internal and external stakeholders to ensure successful delivery of events.
6. Evaluates contractual compliance, quality of service and customer satisfaction of events
7. Maintains regular contact with prospective hirers and actively attempt to convert enquiries into confirmed bookings.
8. Oversees front of house compliance of venue emergency and evacuation plan and procedures.
9. Event manages programmed events and performance seasons.
10. Manages stakeholder relationships, consults, and negotiates with a range of external stakeholders including industry representatives.
11. Establishes and maintains communications with other Departments to ensure the enhancement and successful delivery of services.
12. Assists Venue Management in maximising activation of venue spaces and investigating possible partnerships and/or opportunities
13. Ensures all event accounts are completed in a timely manner.
14. Compiles event related income and costs for final event settlement.
15. Assists with monitoring and reporting on financial performance.
16. Implements policy, standards and operating procedures to manage the delivery of events.
17. Coordinates issuing and receipt of contracts, and advance sales requests.
18. Other duties, as required that fall within the parameters of the position.

## COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

## WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

### Essential

#### 1. Role Specific

- Demonstrated experience in event management within the arts, cultural and/or entertainment industries.
- Demonstrated experience with event budgets.

#### 2. Shapes and Manages Strategy

- Commitment to the delivery of quality customer service.

#### 3. Achieves Results

- Experience with contract negotiation and management.
- Sound organisational and prioritising skills with the ability to ensure activities are sequenced and able to meet timelines, while maintaining attention to detail.

#### 4. Builds Productive Relationships

- Well-developed communication and interpersonal skills, including the ability to work collaboratively with a diverse range of stakeholders.

#### 5. Exemplifies Personal Integrity and Self-awareness

- Ability to understand and operate within the mission, vision and values of the Department.

#### 6. Communicates and Influences Effectively

- Demonstrated team management and supervisory skills, including the ability to motivate and develop staff.

### Desirable

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

## ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

### Special Conditions

- Perth Theatre Trust operates in a 7 day a week environment, there may be some requirement to work weekends and after normal business hours.

### Appointment is subject to:

- 100 point identification check;
- Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months);

### Training:

- Complete Cultural Awareness Training within three months of commencement.
- Complete induction within three months of commencement.
- Complete Accountable and Ethical Decision Making Training within 6 months.
- Complete any training specific to the role required by Departmental policy.

## CERTIFICATION

*The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.*

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**Corporate Executive Representative Signature**

Date (DD/MM/YYYY)

*I have read and accept the responsibilities of the Job Description Form.*

*The position's duties are to be performed in accordance with the Department's Code of Conduct.*

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**Employee Signature**

Date (DD/MM/YYYY)