

Thank you for your interest in Merrigong Theatre Company's current vacancy for

Program Coordinator – Strategic & Commercial

Please note all applications must include:

1. A current CV including:
 - a. Full name
 - b. Phone number/s
 - c. Email address
 - d. Mailing address
 - e. Contact details for at least two referees

2. Responses to the selection criteria. You should directly respond to each of the Essential and Desirable Criteria outlined in the position description. Your application **may not be considered** if this is not included.

Notes for addressing the selection criteria:

You need to include a short paragraph describing how you meet each of the selection criteria (essential & desirable) listed in the Position Description (see below). It is helpful to give examples wherever possible. You should include details that highlight your experience, skills, knowledge and qualifications that are relevant to the position.

Applications for this position close at 5pm on Monday 26 February 2018. Applications should be emailed directly to recruitment@merrigong.com.au or posted to:

Attention: Recruitment
Merrigong Theatre Company
PO Box 786
Wollongong NSW 2520

If you require further information about the position, please do not hesitate to send an email to recruitment@merrigong.com.au including a phone number if you would like a return call.

The successful candidate for the role will need to show a high level of initiative, strong communication skills and relevant industry knowledge and experience. They will also contribute to a positive team and work culture.

Merrigong encourages applications from diverse backgrounds including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds and people with disabilities.

See the Position Description below.



Position Description

POSITION: Program Coordinator – Strategic and Commercial

CATEGORY: Part time (22.5 hours per week)

POSITION OBJECTIVES:

1. To coordinate the administrative processes of Merrigong's Strategic & Commercial Programs.
2. To coordinate the efficient delivery of events in Merrigong's Strategic & Commercial Programs.

KEY RESPONSIBILITIES:

Position Objective 1:

- Support and assist the Program Manager in responding to enquiries from producers / artists/ hirers regarding opportunities within our theatres with regard to the Strategic & Commercial Programs.
- Collect information to assist Program Manager in the programming decision process.
- Coordinate the scheduling of programmed events into Priava (Event Management software) and continual updating of accurate and relevant information into Production folders and Priava.
- Coordinate the administrative processes for contracting events with hirers / visiting companies.
- Proofing of ticketing and website information before going live.
- Assist with the collection of data in conjunction with the Program Manager / Director of Finance and Administration to enable the creation of a financial forecast for Merrigong's Strategic & Commercial Programs.
- Disseminate event confirmation information to all staff in a timely and accurate manner.
- Coordinate the completion and return of information, statistics, forms etc. when required for funding applications / acquittal for events in Merrigong's Strategic & Commercial programs.
- Assist as required with the reconciliation process at the conclusion of each event according to Program Manager / Director of Finance.

Position Objective 2:

- Be the central point of contact for companies / productions / hirers which are part of the Strategic & Commercial program, as assigned by Program Manager.

- Communicate on all tech specs and rider information to the tech / production team in a timely manner, facilitating direct contact between Merrigong and visiting company production / technical teams / hirers as directed by Program Manager.
- Communicate all marketing info / resources to the Marketing team in a timely manner, facilitating direct contact between Merrigong and visiting company marketing teams / hirers as directed by Program Manager.
- Communicate all info / resources to the visiting company / hirer in a timely manner, facilitating direct contact between relevant Merrigong and visiting personnel when appropriate.
- Communicate all information regarding Box Office / FOH requirements (e.g. Comp ticket allocations / processes, merchandise etc.), to the FOH / Box Office teams in a timely manner, facilitating direct contact between relevant Merrigong and visiting company staff and hirers as directed by Program Manager.
- Coordinate the travel and accommodation requirements of events, including (but not limited to) visa applications, flights, ground transport and accommodation.
- Act as the primary contact and administrative support for any tours that form part of the program, including liaison with the touring company, presenting venues, travel coordinators, compilation of the tour book etc. when appropriate.
- Ensure all schedules including (but not limited to) Q&As, Talking Points, captioning, media call etc. have been arranged as planned, recorded in Priava, and communicated to the visiting company when appropriate.
- Coordinate catering, gift bags, etc. for visiting companies when appropriate.
- Send out feedback forms and follow up collection, or gather feedback via phone.
- Schedule and coordinate Meet & Greets for visiting companies as directed by Program Manager and the CEO.
- Attend key meetings regarding Strategic & Commercial programs, e.g. marketing, production / technical etc.
- Ensure that seating requirements and seat holds (e.g. seats off sale, sound desk, sightlines, thrust stage, curtain, stairs, cabaret mode etc.), are confirmed with Box Office, and implemented and adjusted to maximise the event objectives.

General:

- Other responsibilities in keeping with the position, as requested by the Program Manager, including, but not limited to prompt response to the Company's Administration phone line and management of incoming emails.
- Willing to attend performances and events outside normal business hours as required.

SKILL AND EXPERIENCE REQUIREMENTS:

Essential Criteria

- Excellent communication skills, written and verbal (in English).
- Ability to manage time effectively and efficiently in order to meet deadlines.
- Experience with Microsoft Office (Outlook, Word and Excel).
- Ability to quickly learn new systems and computer software packages.

- Experience in establishing and maintaining administrative systems and processes.
- Demonstrated high level of initiative and the ability to work well unsupervised as well as in a team.
- Experience in event planning and delivery.
- Experience in creating and monitoring budgets and ability to negotiate for resources.
- Demonstrated passion for working in the performing arts.

Desirable Criteria

- Knowledge and /or experience of the performing arts, particularly in relation to programming, producing and/or touring.
- Experience working with Seat Advisor Box Office (SABO), Priava or other ticketing or event management software.
- Experienced and/or enthusiastic about learning new styles and methods of working within the performing arts industry.

Attributes

- High level of initiative.
- Proactive by nature.
- Able to work well in a small, busy team and display flexibility.
- Attention to detail.
- Used to communicating with a diverse range of people and enjoying it.
- A positive and approachable attitude.
- A commitment to a safe and efficient working environment.

ORGANISATIONAL RELATIONSHIPS:

Reports To: Program Manager

Internal Liaisons: Artistic Director / CEO, All staff

External Liaisons: Performing arts companies, artists, venues, tour coordinators, agents/promoters, local organisations, council staff, patrons & suppliers.