

Position Description

POSITION: Program Coordinator – Hirer Events

CATEGORY: Permanent part-time 22.5 hours per week

POSITION OBJECTIVES:

1. To coordinate the administrative processes of the Hirer Events Program
2. To coordinate the efficient delivery of Hirers' events.

KEY RESPONSIBILITIES:

Position Objective 1:

- Assist the Program Manager in proactively communicating with producers / artists/ hirers regarding hire opportunities in our venues.
- Respond to enquiries for all Merrigong-run venues including, but not limited to, theatres, performance spaces and meeting rooms.
- Coordinate the scheduling of programmed events into Merrigong's Event Management software (Priava) and ensure 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 regular collection of data to support the Program Manager and Finance Manager with financial forecasting for Merrigong's Hirer Programs.
- Disseminate Event Confirmations to all staff in a timely and accurate manner.
- Coordinate the completion and return of information, statistics, forms etc. when required.
- Assist as required with the reconciliation process at the conclusion of each season or event.

Position Objective 2:

- Be the point of contact for companies / producers / hirers for all Hirer events as required.
- Communicate all tech specs / info to the tech / production team in a timely manner, facilitating direct contact between Merrigong and visiting company production / technical teams / hirers.
- Communicate all marketing info / resources to the marketing team in a timely manner, facilitating direct contact between Merrigong and visiting company marketing teams / hirers.
- 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.
- Send out feedback forms and follow up collection or gather feedback via phone.

- Ensure 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, implemented and adjusted to maximise the event objectives.
- Provide ad-hoc support to the Program Team when required due to varying workloads as directed by the Program Manager.

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 effective management of incoming emails
- Willing to attend performances and events outside normal business hours as required.
- Support Merrigong's program streams by working with the whole programming team.

SKILL AND EXPERIENCE REQUIREMENTS:

Essential Criteria

- Excellent communication skills, written and verbal.
- Ability to manage time effectively and efficiently in order to meet deadlines.
- Ability to quickly learn new systems and computer software packages.
- Experience in establishing and maintaining administrative systems and processes.
- Demonstrated high level of initiative with the ability to work unsupervised as well as in a team.
- Excellent attention to detail.
- Experience in event planning and delivery.
- Experience in creating and monitoring budgets and ability to negotiate for resources.
- Proficient in Microsoft Office including Word and Excel.

Desirable Criteria

- Knowledge and /or experience of the performing arts sector.
- Experience working with Ticketsearch, Priava or other ticketing and event management software.

Attributes

- Able to work well in a small, busy team.
- 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 (Line Manager),

Internal Liaisons: Artistic Director / CEO, Program Team, all staff

External Liaisons: Performing arts companies, artists, venues, tour co-ordinators, promoters, local organisations and groups, council staff, patrons & suppliers etc.