

# BRISBANE FESTIVAL

## Ticketing Coordinator

### About us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art, taking up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work and care.

### Position Summary

This role is a key part of the successful delivery of Brisbane Festival's ticketing operations. Reporting to the Business Systems and Ticketing Manager, this role will assist with creating and distributing ticket builds, actioning complimentary ticket requests, compiling and distributing door lists, and attending performances where necessary to assist with box office operations.

The role will commence in mid-to-late April 2024 at 0.8 FTE (4 days per week) and transition to 1.0 FTE (5 days per week) from 26 August 2024 until 11 October 2024.

Interviews will be scheduled from week commencing Monday 8 April 2024.

Perfect for an early-career, arts professional, the role is a junior position in the Marketing team at Brisbane Festival, classified as Production and Support Staff Level 4 of the [Live Performance Award 2020](#). As a result, the pro rata salary range for the position would be between \$50-55k per annum, not including superannuation and leave loading entitlements.

### Reporting

Reports to: Business Systems and Ticketing Manager

Positions reporting to role: Ticketing Intern(s)

### Communication

In respect to internal and external relations the Ticketing Coordinator will:

- Report to the Business Systems and Ticketing Manager;
- Liaise with the Marketing team and appropriate staff members to carry out your role;

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- Liaise with external stakeholders (e.g. venue staff or ticketing providers) as required;
- Provide the Business Systems and Ticketing Manager with a weekly report of developments and activities. This may take place in writing or in the form of a meeting.

## **Roles and Duties**

With support from the Business Systems and Ticketing Manager, the Ticketing Coordinator will:

- Coordinate the timely and accurate development and distribution of ticket builds prior to Festival launch.
- Action requested changes to ticket builds post-launch.
- Action complimentary ticket requests and changes received via email or over the phone.
- Compile door lists and (with assistance) seating plans for performances and distribute these to venues in a timely manner prior to each performance.
- Where required, print, compile and envelope physical complimentary tickets and ensure these are given to venues in a timely manner prior to each performance.
- Attend performances where required and assist box office or front of house staff with smooth delivery of ticketing operations.
- Assist with sales reporting and analysis during the Festival, and particularly in the post-Festival reporting period.
- When reasonable and requested, assist with other administrative tasks.

## **Systems**

- Utilise the organisation-wide systems in accordance with policies and procedures provided;

## **WHS**

- Take an active role in effectively implementing Brisbane Festival's WHS policy.

## **Selection Criteria**

### Essential

1. Prior experience in a Ticketing role at a performing arts venue, Festival or other similar organisation,
2. Excellent attention to detail, written and verbal communication skills,
3. Proven ability to work in high-pressure environments and manage competing priorities, stakeholders and deadlines.
4. Proven ability to work independently and proactively as well as collaboratively with team members.
5. Intermediate to advanced level competency using Microsoft 365 applications, including Excel.

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## Desirable

1. Relevant qualifications in business, communications or creative industries,
2. Experience specifically in a major event or Festival environment where productions occurred across a variety of venues,
3. Specific experience using or working with ticketing platforms such as QTIX (Nliven

Brisbane Festival is committed to supporting and providing opportunity for talented arts practitioners regardless of their years of experience. Please apply if you believe you are able to meet the selection criteria and fulfil the roles and responsibilities, even if you feel concerned about not ticking some boxes. All applications will be considered.

## HOW TO APPLY

Please apply via our [online application form](#) only. Address your application to: James Armstrong - Business Systems and Ticketing Manager. For enquiries contact: james@brisbanefestival.com.au.

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional.

Short-listed applicants should be available for interview from week commencing Monday 8 April 2024. All applications are strictly confidential.

***Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.***

**APPLICATIONS CLOSE 11:59pm on Sunday 7 April 2024 .**

## Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

### **3.3 Information for job applicants (including volunteers)**

the referees you nominate in your application.

#### **3.3.1 collection of your personal information**

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address; Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from

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## **3.3.2 Use of your personal information**

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

## **3.3.3 Disclosure of personal information**

In considering your application, it may be necessary for us to disclose some of your personal information to third parties in order to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.