



## **Ticketing Manager**

### **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 pink.

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.

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

### **Position Summary**

The Ticketing Manager delivers box office and customer service functions for Brisbane Festival. They are responsible for managing and maintaining online ticketing and onsite box office systems and providing exceptional customer service and are instrumental in achieving revenue targets.

Within Brisbane Festival's Marketing and Communications team, the Ticketing Manager will develop and execute agile and responsive ticketing initiatives that engage and grow audiences and facilitate a range of other ticketing processes in liaison with stakeholders.

The role will commence 6 April 2021 on a fulltime fixed term contract until 8 October 2021.

### **Reporting**

Reports to: Marketing and Communications Director

Positions reporting to role: Ticketing Assistant

### **Communication**

In respect to internal and external relations the Ticketing Manager shall:

- Liaise with the Marketing and Communications Director, CEO, Artistic Director, Head of Business Administration, Digital Manager and appropriate staff members including technical/production, development, marketing and publicity, and administration to coordinate ticketing requirements and procedures.
  - Liaise with ticketing agents, venues and arts organisations to implement ticketing activity.
  - Provide information and communication on ticketing for reports to funding bodies and partners where required;

### **Roles and Duties**

The Ticketing Manager's duties shall include, but shall not be exclusively restricted to the following:

- develop and distribute event builds to ticketing agents and venues in liaison with the

Production team;

- coordinate the allocation and distribution of complimentary ticket requirements;
- distribute complimentary tickets at performances (including after hours) when required;
- manage seating plans and coordinate the release of tickets to ensure that there are no significant seating gaps;
- develop and maintain ticketing policies, procedures and reports;
- make recommendations to improve ticketing processes and policies;
  - be responsible for the management of ticketing data within *Datafest*
  - manage ticketing for Brisbane Festival VIP events;
  - recruit and supervise the Ticketing Assistant if required;
  - ensure Brisbane Festival patron data is successfully managed across the organisation;
  - develop and maintain the collection and use of Brisbane Festival patron data in accordance with Brisbane Festival's Privacy Policy;
  - collect patron data from all ticketing agents and/or venues following the settlement of each event and as required; and

Support the Marketing and Communications Director to maximise the Brisbane Festival box office revenue:

- drive the continuous improvement of Brisbane Festival's ticketing systems via phone, online and in-person;
- prepare and distribute a Brisbane Festival daily ticket sales report to senior managers using reports from ticketing agents and weekly reports for the Marketing and Communications team;
- reconcile internal ticket sales reports with venue ticket sales reports for each event and performance;
- identify trends and gaps in ticket prices and sales to assist with the development of strategies to improve sales where required; and
- co-ordinate the release of tickets to maximise sales and other tasks as required to fulfil the role.

## **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. 2+ years' experience in managing ticketing for the arts and/or entertainment industry;

2. Experience building and maintaining event ticketing requirements across different ticketing systems;
3. Administrative and organisational skills and experience with database systems, Microsoft Office suite including MS Excel and ticketing reporting and analytics programs;
4. Experience in developing and maintaining ticketing policies and procedures;
5. Ability to work collaboratively with a range of internal and external stakeholders;
6. Ability to work in a high-pressure environment across competing priorities;
7. Exceptional attention to detail and accuracy;

#### Desirable

1. Familiarity with the LPA Ticketing Code of Practice;

#### **HOW TO APPLY**

Please apply via our [online application form](#) only. Address your application to: <Karen Soennichsen, Marketing and Communications Director>. For enquiries contact: <karen@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 8 March. 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 5pm Sunday 28 February 2021.**

#### **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)**

##### **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 the referees you nominate in your application.

##### **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.