

## POSITION DESCRIPTION

**Position:** Functions and Venue Hire Coordinator

**Contract:** Full time

**Reports to:** Experiences Manager

**Commencement date:** July 2022

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## POSITION PURPOSE

The Functions and Venue Hire Coordinator will support the Experiences and Cultural Services team to design, coordinate, schedule, and deliver internal departmental and external functions and venue hire, in every venue and space that QB inhabits. Working collaboratively across the company this role will coordinate the delivery of departmental and organisational-wide functions including assistance with front-of-house and backstage activation in the lead up to and during the Artistic Seasons.

The Functions and Venue Hire Coordinator will also develop and produce unique, creative, and world leading functions, and will assist in promoting and administering venue hire across QB venues and spaces with external stakeholders, on time and on budget. Responsible for all function logistics, this role works closely with coordinators in other departments to oversee the effective delivery of venue hire activities as directed for the Queensland Ballet suite of brands including Queensland Ballet, Queensland Ballet Academy, and the Thomas Dixon Centre.

## WHAT WE ARE LOOKING FOR:

We are seeking a highly motivated and organised individual with end-to-end functions and events coordination experience including planning, on site operations, pre and post logistics. The successful candidate will be able to balance conceptual thinking with an eye for detail and has the demonstrated ability to effectively manage events budgets.

## REPORTING RELATIONSHIPS

This role reports to the Experiences Manager. This role is in the Experiences team which lies within the Cultural Spaces team.

Liaises internally with all departments, externally with commercial and community hirers, community, contractors, volunteers, and sector and has a strong focus on ensuring internal working rhythms in line with the operating hours of all Queensland Ballet sites can be met.

## **RESPONSIBILITIES**

To work consultatively with the Experiences and Cultural Services team to;

- Book functions and venue hire, for up to from 10 - 1000 pax and liaise with the Venue Operations Manager to ensure functions and venue hire is scheduled and confirmed
- Work closely with the TDC marketing team to ensure venue hire opportunities are marketed through the correct channels
- Coordinate the hosting of functions, including leading and coordinating the events casuals for functions delivery to assist Corporate Partnerships and Foundation teams to achieve their deliverables
- Work closely with the Venue Operations Manager to coordinate events casuals and venue operations administration work
- Liaising with preferred catering and beverage suppliers to ensure timely delivery of food and beverage services
- Implement and review customised functions and venue hire documentation including but not limited to floor plans, event orders, venue standard operating procedure; communicate relevant event information throughout the event
- Work with relevant teams, clients, contractors, and visitors to coordinate the resolution of operational issues, at times without direct supervision and be a first point of contact (as directed by Experiences Manager), ensuring client satisfaction without compromising safety or security and in line with standard operating procedures
- Act as a Business Development resource into Experience Packages, Corporate Partnerships and Foundation
- Manage both the Queensland Ballet Events and Hello@TDC inbox, answering enquiries or distributing emails to relevant team members
- Daily use of relevant Queensland Ballet implemented software systems such as Artifax, Tessitura, and EventsAir, to assist in delivery of functions and venue hires
- Provide additional administrative support to the Experiences and Cultural Services teams as required including:
  - WIP (work-in-progress) agenda for regular department meetings;
  - Event scheduling and internal staff management; and

- Team Financial Administration for venue hire and functions projects led by Functions and Venue Hire Coordinator
- Work with the Experiences Coordinator and HR department to deliver a suite of engaging internal events to connect all of Queensland Ballet with our pillars, including social events, social welfare awareness, and charity days
- Ensure that events are delivered on brand, on time, on budget and that they ensure compliance with WHS requirements (including but not limited to fire safety, risk management, and regulatory requirements, Food Handling & Preparation and Liquor Licensing).
- Work collaboratively across teams to ensure that all internal and external customer focussed services and solutions are inclusive and ensure that our patrons and staff are provided high quality experiences.
- Proactively problem solve client related issues as required, ensuring client satisfaction and a high level of service.

#### **KEY CRITERIA**

1. A relevant degree in hospitality management, events management and/or a minimum of 2+ years' experience in a similar role with experience in the delivery of high-quality events.
2. Good working knowledge of WHS event/function considerations including building codes, fire safety, risk management, and regulatory requirements, Food Handling & Preparation and Liquor Licensing.
3. Highly developed interpersonal and communication skills; including the ability to work collaboratively as part of a high performing team, and confident acting as the front facing representative of an arts organisation.
4. A high level of attention to detail combined with the ability to work independently to manage multiple tasks and priorities, make informed decisions and effectively interpret and implement event related plans for large scale events.
5. A proactive and solutions-focussed approach to customer service and the ability to ensure that all Queensland Ballet patrons and staff feel valued and included.

#### **ADDITIONAL REQUIREMENTS**

- RSF and RSA certificates
- Flexibility around work schedules

#### **ABOUT QUEENSLAND BALLET**

Queensland Ballet is a vibrant, creative company which connects people and dance across Queensland. We offer a program of world-class productions of the best classical ballets and inspired contemporary dance works. The Company engages renowned choreographers and designers from around the world and nurtures emerging local talent by presenting exciting new works in an intimate studio series. With a culture of creativity and collaboration, complemented by an active program of engagement with our communities, Queensland Ballet has become the central hub for dance in the State. Our dancers are acclaimed for the technical excellence and versatility, and our annual program offers diversity in style, audience focus and geographic reach, with up to 100 performances in Brisbane and tours to regional Queensland.

When we open our doors, we welcome home all in our community. Our three homes form the foundations of our Artistic, Academy and Community pillars. We have designed each home with people at heart.

**Thomas Dixon Centre** — our headquarters and home to our artists and arts workers. The facilities at Queensland Ballet's home in Thomas Dixon Centre in Brisbane's West End allow the Company to offer a full range of training and community access programs, including public dance classes.

**Queensland Ballet Academy** — home to our arts students and teachers. We are committed to providing a pathway for young talent through the Queensland Ballet Academy. Queensland Ballet is dedicated to the pursuit of artistic excellence, dance education and innovative presentation of classical repertoire.

**Roy and Nola Thompson Production Centre** — will be home to our arts makers. With bold and confident ambitions for the future, we proudly build upon the legacy of many creative and gifted artists who have been part of the Company's rich history since 1960 as we continue to create magic and enrich lives with the development of Queensland Ballet's Production Centre.

## OUR VALUES AND PRINCIPLES OF COMMITMENT

With bold intentions to be unconstrained we will create magic and enrich lives by delivering across four core pillars: Artistic, Academy, Arts for All and Cultural Spaces. Influenced by five core values and our principles of commitment, all that we do and all that we will remain true to the four core pillars.

- 1. Brilliance:** We are world class in all that we do – we inspire excellence on stage, in studio, in business and in community.
- 2. Creativity:** We are creative in every endeavour – we nurture our artform, artists, students and arts workers by exploring possibilities and responding to opportunities with agility.
- 3. Passion:** With Queensland in our hearts – we celebrate our diversity, our heritage and our love of the artform through heartfelt connections.

**4. Wellbeing:** We promote wellness across society – we pledge to make a positive impact across all dimensions of wellbeing; social, cultural, emotional, physical, environmental and intellectual.

**5. Integrity:** We commit to Sustainable practice – we foster a culture of ethical behaviour that is anchored in community, integrity and legacy.

## GENERAL INFORMATION

### Recreation Leave

20 working days per year (pro-rata)

### Personal/Carer's Leave

Ten working days per year (pro-rata)

### Probationary Period

Six months from commencement.

### Hours of Work

Office hours are nominally 9.00 am to 5.00 pm, Monday to Friday but the appointee is regularly required to be available to work after hours and on weekends as required. This role is required to work, 10am – 6pm, and 12pm – 8pm on functions and events days, as required. Some inter and intra state travel may also be required.

### Salary

Salary will be negotiated with preferred candidate. Superannuation is paid into the superannuation fund of your choice, currently at the rate of 10%.

## BENEFITS

Queensland Ballet provides a supportive and collaborative team environment combined with the opportunity to play an integral role in a dynamic and progressive organisation that is paving the way for the future of Ballet in Queensland. Our employees have access to weekly dance classes and various other health and well-being initiatives.

## APPLICATION PROCESS

To apply for this position please forward a covering letter, current resume and one page statement addressing the key criteria to Candice Sheldon, Head of Human Resources via email: [joinus@queenslandballet.com.au](mailto:joinus@queenslandballet.com.au)

Applications close 10am, Monday 30 May 2022. Applications received after this time will not be considered. For further information or for a confidential discussion please contact Human Resources on (07) 3013 6666. We respectfully advise that no agency applications will be considered at this time.

*Queensland Ballet acknowledges the traditional custodians of the land on which we work and perform. Long before we performed on this land, it played host to the dance expression of our First Peoples. We pay our respects to their Elders – past, present and emerging – and acknowledge the valuable contribution they have made and continue to make to the cultural landscape of this country. To reflect the diversity of the communities and people with whom we engage, we seek to hire a workforce that is both representative and diverse. With a focus on inclusion, accessibility, and flexibility, we are committed to supporting you in your career with Queensland Ballet.*

*Queensland Ballet is committed to providing an inclusive and child safe environment that is free from Workplace Harassment, Sexual Harassment and Bullying. Our robust human resources, recruitment and vetting practices are adhered to during the application and interviewing process. Certain roles may require that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.*