

# PERTH FESTIVAL

<b>Position Title:</b>	Stakeholder Ticketing Coordinator
<b>Department</b>	Marketing
<b>Supervisor Title:</b>	Ticketing and Customer Experience Manager

## About Perth Festival

We affirm the primacy of Indigenous culture by acknowledging our presence on Whadjuk Noongar Boodjar.

As the longest-running arts festival in the nation, our not-for-profit organisation is dedicated to enriching life through art.

We are answerable to our community and seek to demonstrate the power of art to bridge divisions and unite people from all sectors of life. The inclusivity we seek addresses multi-cultural, socio-economic and geographical divides.

We champion rich Indigenous traditions and contemporary art practices. We collaborate with local institutions, grassroots arts organisations to develop opportunities, skills and jobs for Western Australians, as we have since our foundation in UWA in 1953.

The Festival is central to supporting the next generation of creative thinkers. We commission and present works that give voice to this generation, as well as commission acclaimed National and International artists to collaborate with local artists. New perspectives, big ideas and creative action at the Festival can provide the toolkit for our community to thrive in the 21<sup>st</sup> century.

The Festival has many strengths to draw on in seizing opportunities and rising to the challenges we face. Using our strategic pillars of community; leadership and sustainability we aim to fulfil our vision to be at the hear of our local community on Whadjuk Noongar Boodjar and a world leader for cultural and artistic experience.

## About the work area

The marketing department is responsible for management of the Festival's brand, audience development initiatives, advertising campaigns, box office, strategic communications, digital activities, ticketing and customer service.

The department develops marketing strategies and plans that strengthens relationships with existing audiences, attracts new audiences and enhances each individual's Festival experience.

## Role statement

Under the direction of the Ticketing and Customer Experience Manager, this important inter-departmental role will manage internal and external stakeholder relationships whilst looking after ticketing holds, forms, and complimentary tickets.

## Key responsibilities

1. Implement and develop new processes and plans for stakeholder ticketing
2. Coordinate and act as the key contact for the ticketing requirements of:

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- a. the Festival Programming team
  - b. Senior Executive team
  - c. Board Members
  - d. Festival advisory groups such as the Noongar Advisory Circle and Access Committee
  - e. third party ticketing providers as necessary
  - f. media requests with advice from the Communications team
  - g. the Education Program, liaising with schools, teachers, homeschools
  - h. Sponsorship and Philanthropy teams
  - i. other groups as they emerge as part of planning
3. Manage internal and external stakeholder relationships and expectations in relation to holds, complimentary ticket availability and capacities
  4. Work with the Development team to ensure the Engagement Plan is finalised and deliverable
  5. Regularly meet with all stakeholders to discuss hold requirements, requests, and release dates
  6. Look after the creation and dissemination of ticket forms with relevant internal department contacts, including but not limited to VIP, donor, sponsor, media, and staff
  7. Liaise with Co-Presenters to coordinate their hold and complimentary ticket needs
  8. Process and record all ticket request forms in accordance with the Festival Ticketing Policy, meeting with relevant stakeholders (including but not limited to the Board, Executive and Development Teams, and high level donors) as necessary
  9. Assist the Ticketing and Customer Experience Manager with placing holds and event testing on the Tessitura ticketing system
  10. Learn and understand the Ticketek ticketing system for use when necessary
  11. Assist the Box Office Team Leader with training and supervising the Ticketing and Customer Service Team when necessary
  12. Assist with box office emails and phone queries when necessary
  13. Ensure that all ticketing documentation is filed in accordance to Festival procedures
  14. Provide feedback and advice to the Festival in regards to ticketing
  15. Other duties as required by the Ticketing and Customer Experience Manager or Head of Marketing

## Specific work capabilities (selection criteria)

Strong analytical and problem solving skills, accuracy and attention to detail.

Ability to work to deadlines and in a demanding environment

Ability to manage complex relationships with both internal and external stakeholders

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Ability to work autonomously and as part of a team

Excellent interpersonal communication skills

Ability to work in a high volume contact service environment

Good computing skills including MS Suite

Previous experience with Tessitura (desirable)

Experience working with Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds (desirable)