

PERTH FESTIVAL

Position Title:	Audience Services Coordinator
Department	Production
Supervisor Title:	Audience Services Manager

About Perth Festival

At the edge of Australia, at the edge of the world, our lifestyle, our environment, our history provides us with a singularly distinctive outlook on how we celebrate creativity and culture — and embrace the very best that humanity has to offer from anywhere on the planet. Every summer since 1953 Perth explodes with music, dance, stories, conversations and laughter. Bright and bold and refreshingly down-to-earth, our Festival is made for locals — but we invite everyone to jump in, and experience art in a different light.

We are uniquely placed to celebrate the oldest living culture in the world by championing rich indigenous traditions and contemporary arts practice.

We build a creative community through arts sector development and diverse audience engagement, which are the heartbeat of the Festival. We collaborate with local institutions, grass roots arts organisations and provide opportunities, skills and jobs for hundreds of people each year.

This Festival and this city share the most dynamic region in the world, the Indian Ocean Rim and East Asian time zone where more than 60% of the world's population lives. The opportunities for artists, producers and presenters to explore creative engagement and international partnerships throughout the region are boundless.

The Festival was born out of the University of Western Australia's annual summer school entertainment nights as a “festival for the people” in response to a changing post-war society hunger for cultural nourishment.

Perth Festival now stands as Australia's premier curated arts festival – and one of the greatest in the world – with a diverse program of international artistic excellence that honours the vision of Festival founder Prof Fred Alexander:

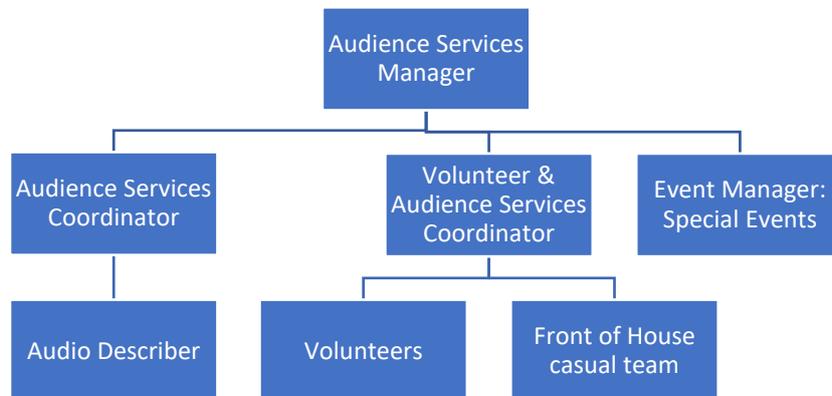
“Keep up your standards and seek the best that is available to you wherever it may be found; but don't allow the Festival to become the exclusive preserve of the ultra-highbrows who might be tempted to forget that it is primarily a festival for the people of Perth.”

Role statement

Working under the supervision of the Audience Services Manager, as appointee to this position you will develop and deliver front of house requirements across the 2022 Festival Program.

This role will commence 20 hours per week from November 2021 to 9 January 2022, then move to full time from 10 January until 20 March 2022.

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Key responsibilities

1. Develop venue show files, show notes and related FOH documentation across all events
2. Assist with the organization and running of all major launches and events
3. Assist Marketing and Communications with coordinating notification drops and other event notifications as required
4. Liaise with venues on show specifics and Front of House requirements
5. Liaise with companies on Front of House requirements
6. Be the lead on performances and events in relation to venue operations, logistics, front of house and audience experience and engagement
7. In collaboration development and review of procedural policies for Front of House staff, including but not limited to, house policies, staff procedures, staff training and induction
8. In collaboration, develop briefing information documents for Front of House staff and venues
9. Raise purchase orders, monitor payments of invoices as required
10. Attend opening nights of events as the Perth Festival representative as required
11. Assist with delivery of FOH equipment to venues
12. Assist Audience Services Manager and Audience Services Coordinator with FOH training, induction, and briefings for front of house staff and volunteers
13. Assist Audience Services Manager with tasks relating to the Access program, including confirming service bookings, sending confirmations to service providers and relevant content to all parties
14. Assist with or personally front of house manage events as required, including inductions, training, set up, pack up or covering breaks as required
15. Provide relevant reporting to the Audience Services Manager as required

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16. Update Datafest schedules as required
17. At the conclusion of the Festival contribute to all reporting requirements as requested and directed
18. Other duties as directed by the Audience Services Manager

Specific work capabilities (selection criteria)

Experience in large-scale event operations and logistics

Experience in Front of House in a supervisory role

Basic knowledge of the Arts industry

Proficiency in a range of computing skills and technology

Well developed interpersonal and communication skills

Well developed written and verbal communication skills

Well developed organisational skills and demonstrated ability to set priorities and to meet deadlines

Ability to work independently, show initiative and work productively as part of a team

Special Requirements

Must have a valid, current Australian Driver's Licence

Must have a valid Working With Children Check

Must be a qualified COVID-19 Marshal