



POSITION TITLE: Venue Coordinator

HOURS: 30 hours per week (hours and days negotiable)

ORGANIZATIONAL RELATIONSHIPS

INTERNAL LIAISONS: *Gasworks* Arts Park staff

EXTERNAL LIAISONS: Artists, arts workers, performing arts producers, agents, community groups, arts industry organizations, venue hirers, dance schools, schools, and the public.

POSITION OBJECTIVES:

- Build and maintain strong relationships with stakeholders to maximise venue bookings in alignment with Gasworks' programming goals.
- Manage booking workflows from initial client engagement to final reconciliation.
- Maintain a broad knowledge of administrative procedures & contribute toward the development and implementation of new procedures in consultation with Gasworks Operational Team.

ACCOUNTABILITY AND EXTENT OF RESPONSIBILITY, JUDGEMENT AND DECISION MAKING:

- Administer the Tripleseat booking software to maintain accurate and efficient venue bookings.
- Ensure clear adherence to booking policies when responding to hirer inquiries or directing them to relevant staff.
- Coordinate and lead production meetings to align hirer needs with operational staff capabilities.
- Collaborate with programming to plan a balanced booking calendar, including Fringe Festival hires.

VENUE BOOKING:

- Manage venue booking workflows to maximise occupancy while preventing scheduling conflicts.
- Maintain strong relationships with regular hirers and attract new opportunities in partnership with Marketing.
- Organise site tours and provide clear communication of booking details to all stakeholders.
- Organise and conduct timely production meetings with hirers
- Conduct pre-production checks, including risk assessments and regulatory compliance.
- Track financial projections and reconciliations, reporting key data to the Finance Manager.
- Update booking KPIs and promote transparent internal communication.
- Create Expressions of Interest (EOI) for festivals, managing registrations, and ensuring all tasks are completed within specified time frames
- Create accurate estimates, contracts, and invoices within specified time frames

SALES AND MARKETING

- Identify gaps in venue hire and collaborate with Marketing to promote targeted offers and campaigns.
- Work with the Marketing team to execute promotional activities, including industry events and updates to digital content.
- Work with Marketing to produce quarterly newsletters to highlight venue offerings and boost engagement with clients and event partners.

GENERAL DUTIES

- Collaborate with the team to ensure tasks are prioritized and deadlines met.
- Promote and apply OH&S policies to maintain a safe and healthy work environment.
- Align all duties with Gasworks' Vision, Mission, and Strategic Plan, adhering to statutory requirements.
- Complete reports and participate in professional development as required.

DESIRED SKILLS AND KNOWLEDGE:

- Outstanding Customer Service Skills.
- Time Management skills to achieve multiple deadlines.
- A high level of computer literacy including MS Office 365, Tripleseat or similar venue booking software, Dropbox, Adobe Creative Cloud Suite.
- Willingness to learn new software and computer skills.

QUALIFICATIONS AND EXPERIENCE:

- Demonstrated experience in office administration.
- Demonstrated experience in venue booking.
- Demonstrated experience in a theatre or performance venue.
- Tertiary qualifications are desirable, but not essential.

KEY SELECTION CRITERIA:

- Proven ability to proactively organise and manage day to day administrative functions.
- Ability to work in an organised and efficient manner, with excellent attention to detail.
- Demonstrated proficiency in MS 365 and a high level of computer skills.
- Confident and friendly approach to a busy working environment.
- Demonstrated customer service skills.
- Demonstrated ability to consult with internal and external customers and colleagues.