

## POSITION DESCRIPTION

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| Position title: | Concert and Event Assistant               |
| Reporting to:   | Head of Operations                        |
| Direct reports: | Nil                                       |
| Term:           | Full time on a 2 year fixed-term contract |

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## PRIMARY PURPOSE OF THE ROLE

The Concert and Event Assistant plays a key role in the Concert & Event team by providing administrative and operational support for the planning and delivery of concerts and events held at City Recital Hall.

## KEY ACCOUNTABILITIES

### 1. Concert & Event Planning

- As part of the Concert and Event team, respond to venue hire enquiries and assist with calendar management.
- Support the Head of Operations, Concert and Event Managers and Producer to plan, coordinate and deliver a range of concerts and events at the venue.
- Under direction from the Concert and Event Managers, provide advice to potential and current hirers in matters relating to all event logistics and operations, venue facilities and services, seeking advice from other department managers where required.
- Support Concert and Event Managers to arrange production meetings with clients and technical management, sourcing and disseminating information where appropriate to all department managers.
- Prepare event schedules including run sheets, set-up, department briefs and floor plans.
- Ensure accurate data is captured and regularly recorded in the event management and other systems.
- Working with the Head of Operations, compile information to enable venue hire quotes and estimates of hiring, staff, technical and function costs, updating as requirements change.
- Utilising current templates, draft venue hire and other agreements for approval
- Ensure data, including client contacts and other relevant information is current, updating information as necessary in the events management and other systems.

### 2. Customer Service

- Liaise with clients, production companies, suppliers, service providers and any other relevant stakeholders in the course of an event.
- Undertake event management for smaller events in the CRH Artistic Program.
- Develop strong working knowledge of venue capabilities and systems of operation.
- Maintain a friendly and cooperative attitude at all times to clients and relevant stakeholders.

### 3. Other

- Demonstrate ongoing commitment to work health and safety policies and procedures.
- Undertake other duties and projects reasonably requested.

## KEY CHALLENGES

- Administer a range of concurrent processes and procedures, systems and data dissemination requirements to expected standards of timeliness, quality and client satisfaction
- Keep current with most effective marketing methods and options, within and across a range of media and sectors

## KEY RELATIONSHIPS

| Who                                       | Why   |
|---|---|
| <b>Internal</b>                           |   |
| Concert and Event Managers                | Provide administrative support in the planning and delivery of a range of concerts and events.<br>Respond to venue hire enquiries, providing estimates and drafting |
| Producer                                  | Under direction, provide administrative support in the coordination of events in the CRH Artistic Program   |
| Technical and Front of House departments  | Coordinate production meetings.<br>Provide accurate and timely information to enable efficient and effective delivery of events.                                    |
| Internal team members                     | Utilise excellent verbal communication, organisational and relationship management skills to liaise effectively with stakeholders.                                  |
| <b>External</b>                           |   |
| Hirers, artists, presenters and suppliers | Utilise excellent verbal communication and relationship management skills to liaise effectively with current and potential clients                                  |

## DELEGATED AUTHORITY

Works within defined guidelines, processes and procedures, protocols and standards. Has scope to manage own activities within varying time constraints. Applies own problem-solving methods to non-standard issues, and refers higher risk matters for others' advice as required.

# RECRUITMENT: POSITION PROFILE

## The organisation

City Recital Hall Limited, a not-for-profit company, produces, promotes, presents and facilitates a vibrant, enterprising, diverse and inclusive program of concerts and events each year at City Recital Hall.

The company produces and presents its own curated program of performances and events annually, and supports a regular client base including Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva, Pinchgut Opera, Vivid Sydney, Sydney Festival and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts and events presented by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

## The role

The Concert and Event Assistant plays a key role in the Concert & Event team by providing administrative and operational support for the planning and delivery of concerts and events held at City Recital Hall.

The team works individually and collaboratively across the organisation, in particular with the Producer, to ensure comprehensive planning, coordination and smooth delivery of events.

This is an important front line position which liaises directly with current and potential presenters, artists and corporate clients to support the delivery of concerts and events at the venue.

The role requires a proactive hands-on approach, strong customer service ethic, flexibility, and high level communication skills. Evening and weekend work will at times be required.

The role has accountabilities across the following areas:

1. Consistent client and patron satisfaction.
2. Accurate and timely event sheet preparation.
3. Cooperative and open manner which gives proper and appropriate attention to client requests.
4. Detailed knowledge of the venue and its capabilities.
5. Thorough knowledge of systems and procedures in use by the venue.
6. Knowledge of and adherence to City Recital Hall Limited policies, procedures and systems.

The position on occasions, will involve child related work, and so a *Working with Children Clearance*, prior to an offer of employment, is required.

## SELECTION CRITERIA

### Essential

1. Demonstrated experience in production, sales, event management and/or hospitality.
2. Excellent organisational and problem-solving skills.
3. Excellent written and verbal communication skills.
4. Proven record of successful customer service.

5. High level of computer literacy.
6. Demonstrated ability to work independently and as part of a small team.
7. Ability to quickly learn and implement new systems and procedures.

**Desirable**

1. Tertiary qualification in event management or other relevant discipline
2. Experience in and knowledge of the performing arts/ entertainment industry, in particular any prior experience working with music groups.
3. Previous experience working with or in performing arts venues.
4. Knowledge of relevant Work Health and Safety regulations.