

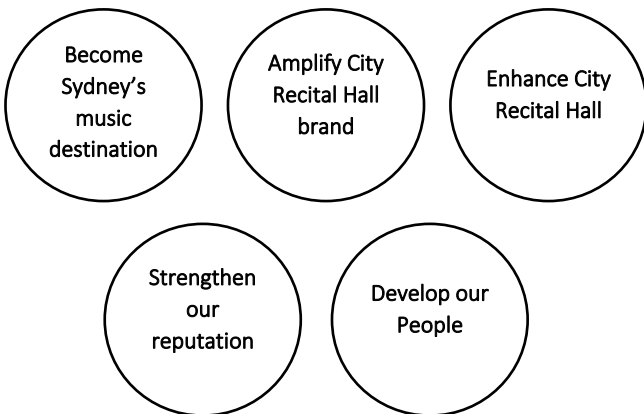
**OUR PURPOSE**

To make City Recital Hall a performing arts centre renowned for its inclusive contemporary and classical music programming, elevated audience experience, and world-class acoustics.

**Our Values**

- **Connection** – Live music connects people
- **Imagination** – Creativity produces better performances
- **Excellence** – Reputation is built through excellence
- **Sustainability** is the key to lasting impact

**OUR STRATEGIC FOCUS AREAS**



**KEY RELATIONSHIPS**

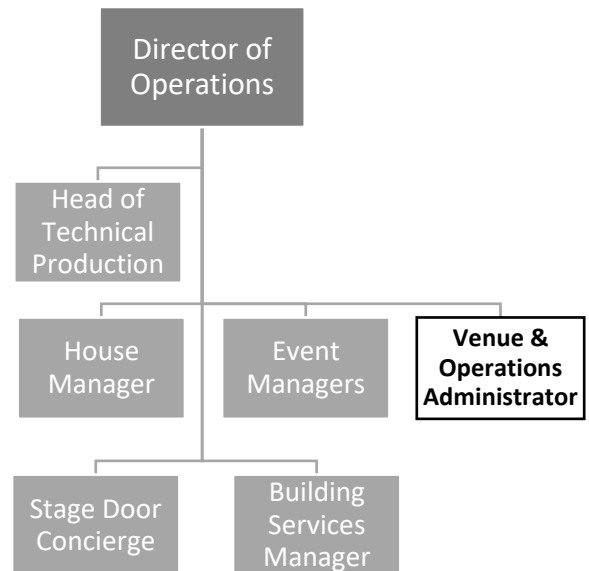


**MY PURPOSE**

The Venue & Operations Administrator coordinates the City Recital Hall Event Calendar, building productive working relationships with presenters, fielding venue hire enquiries, checking feasibility across the business, and coordinating venue hire bookings.

The role provides strategic administrative support to the Director of Operations and across the Operations portfolio in day-to-day operations and assisting with pre-production planning and post event settlement.

**REPORTING LINE**



**MY RESPONSIBILITIES****Responsibilities****Duties**

- **Event Calendar:** Field venue enquiries, check feasibility of events with other departments, negotiate date requests with regular hirers, ensure the accurate and consistent maintenance of a multi-year event calendar; maintain an expansive view of operational impacts to resolve scheduling conflicts and support event delivery.
- **Operations Assistant:** Assist the Director of Operations with the coordination of cross-portfolio projects
- **Production Administration:** Prepare reports and undertake administrative tasks; attend and minute production meetings; manage third party contractor bookings including piano tuning, crewing support and systems bookings, assist with event hospitality riders and BOH space setups, develop an in-depth knowledge of venue capabilities and systems of operation.

**Performance Indicators**

- Maintain a high standard of organisation and clarity with the CRH Calendar and administrative support
- Maintain excellent professional attitude, collaboration, and an impartial approach to balancing internal and external client needs

**MY ATTRIBUTES, SKILLSET AND BEHAVIOUR****Criteria****Essential**

- Strong organisational and administrative skills with excellent attention to detail.
- Ability to build effective associations with internal and external stakeholders.
- Effective communication and interpersonal skills, with the ability to incorporate appropriate phone etiquette.
- High level of competency with communications systems and computer literacy
- Understanding of the live performance industry, with a genuine passion for live music.
- Current NSW Working with Children Check clearance for paid employment

**Desirable**

- Prior experience with Event Management Systems software, such as Artifax or similar
- Experience working for a Technical or Operations Department in an administrative role.
- Production, operations or event planning knowledge in a live performing arts venue.

**Experience**

- Minimum 3 years' experience in live performing arts, preferably working for a venue operator.

**Attributes and Behaviours****Connection**

- Facilitate the connection of internal departments to aid collaboration

**Imagination**

- Streamline operational processes through innovation and lateral thinking focussed on outcomes

**Excellence**

- Harness exceptional attention, responsiveness and forward thinking to drive stakeholder satisfaction

**Sustainability**

- Support the Hall's future viability through peerless calendar coordination and proactive operational support

**ACKNOWLEDGEMENT**

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_