

### 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

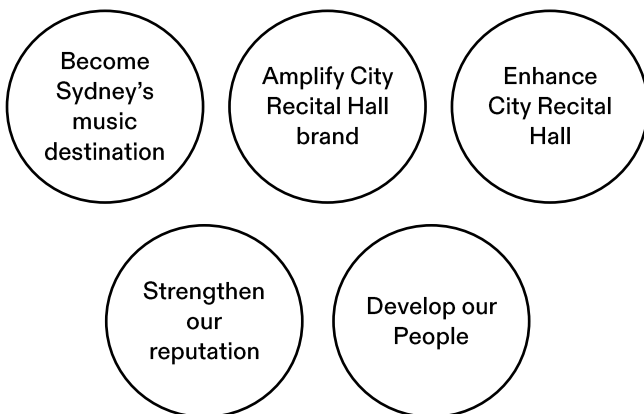
- **Connection** – Live music connects people
- **Imagination** – Creativity produces better performances
- **Excellence** – Reputation is built through excellence
- **Sustainability** is the key to lasting impact

### MY PURPOSE

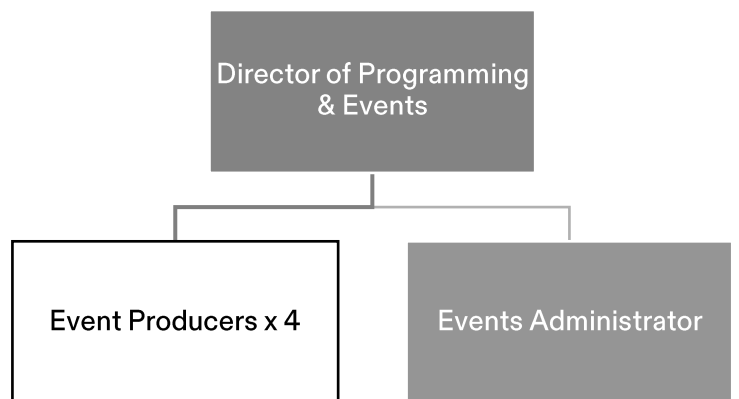
The Event Producer is responsible for effectively and competently planning, preparing and leading the delivery of events at City Recital Hall. The role oversees every aspect of an event including the acquisition, contracting, scheduling and preparation of finances, products, services, information and delivery to achieve the objectives and agreed outcomes of the event on time and within budget. This position acts as the primary contact for hirers, promoters and key presenters who utilise City Recital Hall from bookings through to settlement and event closure, including CRH Presents and self-produced events. The role advocates on behalf of the customer while reconciling the needs of the various internal and external stakeholders.

This position will involve irregular hours, including evenings and weekends.

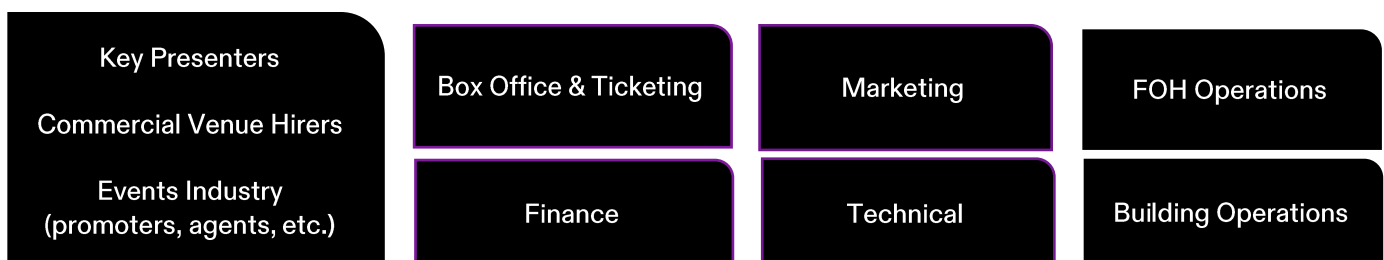
### OUR STRATEGIC FOCUS AREAS



### REPORTING LINE



### KEY RELATIONSHIPS



**MY RESPONSIBILITIES****Responsibilities****Event Producing and Administration:**

- Plan and deliver a range of events working closely with internal stakeholders to ensure excellence in event delivery.
- Advise hirers on event logistics and operations, venue facilities and services.
- Collaborate with production staff, Front of House and presenters to enhance event presentation at City Recital Hall.
- Prepare venue hire estimates and hire contracts.
- Arrange production meetings with clients and technical teams.
- Prepare event requirements in collaboration with technical teams.
- Prepare post-event reconciliations and reporting.
- Accurately maintain the event management system.
- Develop a thorough working knowledge of venue capabilities and systems.

**Customer Service:**

- Work collaboratively with clients, artists, production companies, and suppliers.
- Act as the primary point of contact with clients, manage communication with venue staff as appropriate.
- Ensure prompt responses to all enquiries; and maintain excellent client relations.

**Performance Indicators**

- Consistent client and patron satisfaction, maintaining City Recital Hall brand representation across hirers.
- Accurate and timely quotes, contracting and event reconciliations.
- Commitment to high level, solution focused customer service.
- Detailed knowledge of the venue and its capabilities.

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

- Over 5 years' experience in performing arts organisations, venue management or similar.
- Excellent customer relations, negotiation and relationship management skills.
- Excellent organisational and problem-solving skills.
- Excellent written and verbal communication skills.
- Experience in a variety of events including classical recitals, contemporary music and corporate events.
- Experience managing budgets and financial processes.
- Demonstrated ability to work independently and as part of a small team.
- Ability to quickly learn and implement new systems and procedures.
- Current NSW Working with Children Check clearance for paid employment.

**Desirable**

- Tertiary qualification in event management or other relevant discipline.
- Proficiency in working with event management software (e.g. Artifax or similar).
- Knowledge of relevant Work Health and Safety regulations.
- Experience in the management, implementation and interpretation of contracts

### **Experience**

- Demonstrated experience in arts management and/or event producing.
- Proven ability to successfully negotiate and manage contracts.
- Experience in venue management, performing arts, entertainment and the events industry.

### **Attributes and Behaviours**

#### **Connection**

- Support the delivery of artists' stories to audiences.

#### **Imagination**

- Envisage innovative ways of meeting clients' and artists' needs.

#### **Excellence**

- Deliver events of exceptional quality.

#### **Sustainability**

- Foster client relationships to return patronage.

### **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:**