

POSITION DESCRIPTION

Event Account Manager

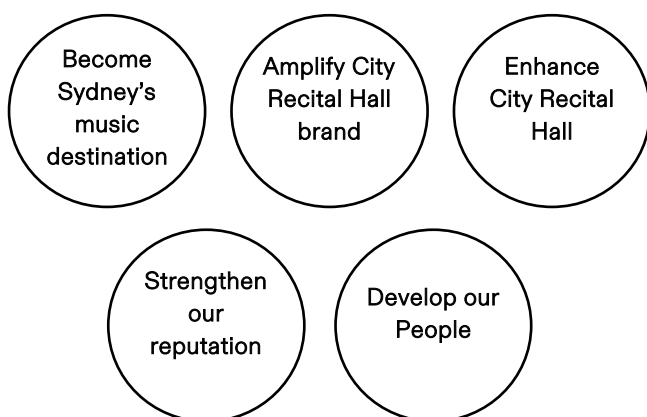
OUR PURPOSE

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

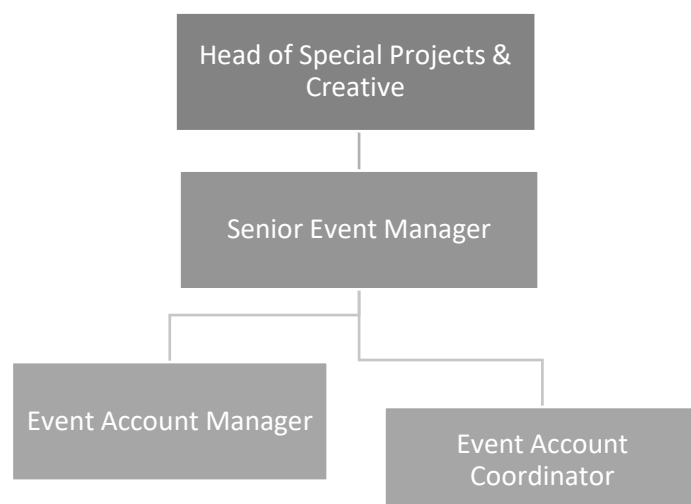
OUR STRATEGIC FOCUS AREAS



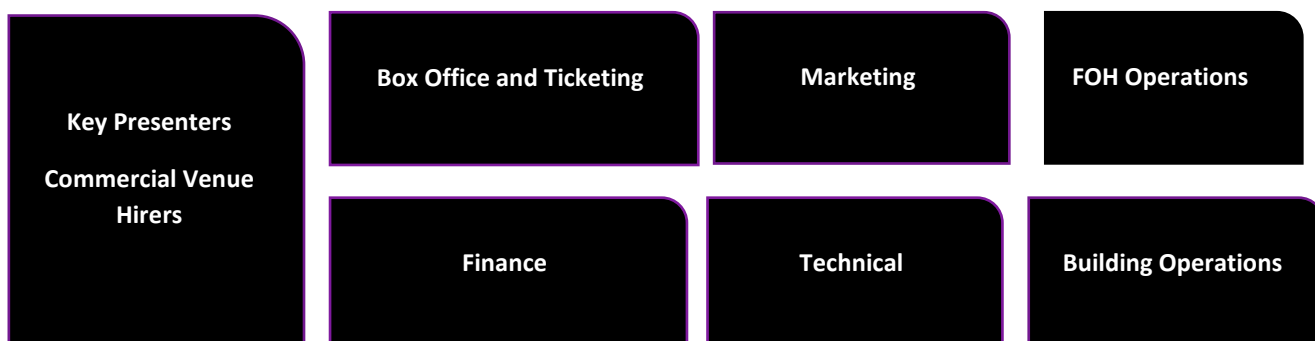
MY PURPOSE

The Event Account Manager 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 other resources to achieve the objectives and agreed outcomes of the event on time and within budget. This position acts as the primary contact for hirers who utilise City Recital Hall from bookings through to settlement and event closure. The role advocates on behalf of the customer while reconciling the needs of the various internal and external stakeholders.

REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION

Event Account Manager

MY RESPONSIBILITIES

Responsibilities

Duties

- **Event Planning 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; and 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

- 3 to 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
- 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 managing budgets and financial processes
- Experience in the management, implementation and interpretation of contracts

Experience

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

Attributes and Behaviours

Connection

- Support the delivery of artist's stories to audiences

Imagination

- Envisage innovative ways of meeting client needs

Excellence

- Deliver events of exceptional quality

Sustainability

- Foster client relationships to encourage return patronage

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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: