



Position Description

Role Title	Presenter Services Coordinator
Reports to	Director Production & Presenter Services
Department	Production & Presenter Services
Contract Period	Full Time, fixed term to February 2018
Classification	Melbourne Recital Centre Enterprise Agreement Grade 3 + superannuation guarantee

About Melbourne Recital Centre

Melbourne Recital Centre is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore. With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practised by Australian and international performers in a dazzlingly diverse array of styles, from early music to post-rock. The Centre's learning and access activities beyond the Centre provide opportunities for Victorians of all ages and backgrounds to experience outstanding performances.

Melbourne Recital Centre comprises two strikingly beautiful spaces; the magnificent 1000-seat Elisabeth Murdoch Hall and the Salon, a 130-seat flexible performance space. Both spaces were carefully crafted to present the best music the world has to offer and bring musicians and music-lovers closer.

Our Vision

A place where bold music makers and passionate audience make profound connections that resonate for a lifetime.

Our Mission

Enabling transforming performances in and beyond the Centre.

Our Values

- **RESPECT:** welcoming and understanding everyone; *not just listening but hearing...*
- **EXCELLENCE:** having pride in what we do, how and where we work, both personal and professional
- **CREATIVITY:** asking 'what if?' and remaining open minded
- **INCLUSIVENESS:** being part of the family...
- **TEAMWORK:** making time to stop, collaborate and listen
- **ACCOUNTABILITY:** doing what you say; don't pass the buck!
- **LOYALTY:** showing passion, pride, enjoyment, advocacy, support

Primary Purpose

The Presenter Services Coordinator role is central to providing high quality and professional coordination of venue hire activities, from initial enquiry through to handover to operational staff. As a first point of contact with the Melbourne Recital Centre for new and regular hirers, this role requires a high level of customer service, accuracy in information delivery, and appreciation of the individual requirements of a venue hire arrangement in a performing arts context.

The Presenter Services Coordinator forms an integral part of the Production and Presenter Services team and will be required to liaise with members of staff across the venue. This role is also an advanced user and expert in the MRC's venue management system and is responsible for the training of other users.

This position will contribute to maximising the number of hirers presenting through ongoing contact with a broad cross section of Melbourne Recital Centre's key presenting partners as well as commercial and community hirers.

Accountabilities

- To contribute to the efficient and smooth running of production administration for Melbourne Recital Centre, including timely preparation of all correspondence and documents including: contracts, information packs for hirers, ticketing and marketing forms, venue hire deposits, program schedules, venue booking schedules, venue utilisation reports, production and attendance statistics with a high level of accuracy and attention to detail.
- To provide a high level of customer service to potential and confirmed hirers including venue tours, preparation of cost estimates and responses to detailed enquiries including production, ticketing and marketing.
- Coordinate the end to end venue hire process within the Centre.
- To assess enquiries and potential bookings and identify opportunities to convert these to firm bookings to assist in maximising venue utilisation.
- Direct management of any additional administrative resources including the Presenter Services Assistant position.
- Coordinate requirements for small events and meetings and provide on-the-day event coordination.
- Display a high level of competence in the use of MRC's venue management system (Artifax) and assist the Director Production & Presenter Services in delivering optimum use of the system across the MRC including training of other users.
- To assist the Director of Production and Presenter Services in developing and monitoring hiring occupancy levels.
- To assist with maintenance of relevant and up-to-date policies, procedures and records.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence and work closely with all MRC staff and contractors to ensure consistent and high quality levels of service to all incoming artists, concert presenters, event organisers and visitors to the MRC in line with the MRC's service excellence vision.

- Ensure all activities comply with Melbourne Recital Centre values, policies and professional and ethical standards.
- Foster good working relationships with all Melbourne Recital Centre staff, clients, customers and stakeholders and promote a positive and co-operative working environment
- In this position you will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

Key Relationships

Internal

- Director of Production & Presenter Services (Daily)
- Concert and Event Managers (Daily)
- Other Presenter Services staff (Daily)
- Other Staff, including Marketing and Customer Relations, Programming and Corporate Services staff (Daily)

External

- National and international arts sector presenters (As required)
- National and international corporate sector event managers and companies (As required)
- Community Hirers (including Schools, Orchestras and Choirs as required)
- External contractors, suppliers and associated third parties (As required)

Key Selection Criteria

- Demonstrated experience of working in an customer service and administrative capacity for a performing arts venue or for a performing arts sector organisation (*essential*)
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work independently and under pressure in a multi-task environment and complete tasks within specified timeframes (*essential*)
- Demonstrated ability to problem solve and use initiative (*essential*)
- Highly developed interpersonal skills, and the ability to develop and maintain good working relationships with a wide range of people (*essential*)
- Well-developed written and verbal communication skills in English (*essential*)
- Extensive knowledge and experience in using IT programs, (including venue management systems such as Artifax and databases), Microsoft Word, Excel and Outlook (*essential*)

- High standards of personal presentation commensurate with the level of the role (*desirable*)
- Demonstrated experience in the coordination of events (*desirable*)
- A knowledge of the presentation of classical and contemporary music (*desirable*)

Other Relevant Information

The position is based at 31 Sturt Street, Southbank.

The position *will* involve irregular hours including evenings and weekends and considerable flexibility will be required.

Melbourne Recital Centre is an Equal Opportunity Employer. Melbourne Recital Centre provides a smoke free environment.

OH&S Responsibilities

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
 - Cooperate with their employer
 - Maintain and observe all current Health and Safety policies and procedures
 - At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce
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