



BURRINJA
where community & culture meet

Dandenong Ranges Community Cultural Centre Inc

ABN: 23 672 833 616

Position Description

Position Title: EVENTS MANAGER

Status: 4 days a week or 5 short days (0.8EFT), ongoing.

Salary: \$80,000 plus superannuation

Location: Onsite at 351 Glenfern Road, Upwey

Reports to: Chief Operating Officer

Supervises: Theatre Technical Coordinators – part time

FOH Staff – 20 casuals

Reception & box office co-ordinator – part time

Internal Liaison: Burrinja staff, resident artists, café staff

External Liaison: All hirers of the centre, artists, suppliers, contractors, visitors.

Standard office hours are between 9am-5.30pm, Monday to Friday but given the nature of this events role, out of hours work is required for evening and weekend events, for which a Time in Lieu system applies. On event days a later arrival and departure time is common.

BURRINJA

Burrinja is at the heart of the creative community of the Dandenong Ranges.

Burrinja is a not-for-profit organisation that thrives thanks to the support of Yarra Ranges Council, artists, visitors and our community. We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400-seat theatre and 130-seat studio theatre combines professional performers, community and school productions with a range of commercial and other hire events, while three exhibition spaces, artist's studios and cultural development events ensures a vibrant visual and community arts program. Annually, Burrinja supports around 300 activities both inside the facility and outside in the community, reaching approximately 80,000 people annually.

Burrinja is:

- Obsessed with art
- Focussed on community
- Steered in partnership
- Interested in tomorrow
- Aware of history
- Seeking Impact
- Continuously learning
- Driven by ethics

We look for staff who can embody these values.

THE ROLE

The role is responsible for the delivery of a seamless artist and client event management experience, contracting clients well prior to each event, booking events into the Burrinja calendar software, ensuring all fees and charges are correctly calculated and advised to the client, ensuring that information about technical, marketing and ticketing requirements are communicated to internal Burrinja team members within adequate timeframes, and rostering technical and front of house staff for each event. Recruiting and training casual staff is required as their numbers and availability fluctuates.

KEY RESPONSIBILITIES & DUTIES

In consultation with the Chief Operating Officer, key accountable areas include but are not limited to:

OPERATIONS

Box Office

- Supervise, roster and support day and evening box office provision to provide a friendly and efficient ticketing and information service. (Current staff arrangements include a Reception Co-ordinator during the week when the Centre is open, and casual FOH staff on weekends.)

Event Delivery

- Being the contact for all venue hire clients, following up on inquiries in a timely manner, issuing quotes, contracts, invoices, receipts and acquittals.
- Ensuring all events at Burrinja are booked into the venue's calendar software, that double bookings are avoided, that the calendar booking are maximised in line with organizational priorities, being the system expert on the venue calendar software and actively training other staff on its features and use.
- Responsible for the successful delivery of all aspects of venue hire and Burrinja produced events taking place in the venue by scheduling and overseeing room setups, equipment hire, catering, staff rostering and event briefings.
- Responsible for the effective and efficient coordination of all facets of Burrinja's reception and public areas to ensure that visitors receive welcoming and efficient customer service.
- Proactively and regularly consulting with Burrinja staff regarding Burrinja-presented programming, to avoid issues of sound bleed or visitor flow impingement due to events in adjacent spaces simultaneously.

Human Resources

- With advice from the Chief Operating Officer undertake the recruitment, induction, and training of technicians and Front of House event staff.

Finance

- Contribute to the annual budget process and track monthly venue hire results against the approved financial targets
- Quote venue hire, equipment, catering and staffing charges for event delivery in line with approved price lists
- Deliver events within the monthly and annual expense budgets set out in the organisation's annual budget

Risk Management

- Comply with all relevant legislation and operate and make decisions within the framework of Burrinja policies, procedures, guidelines and delegations ensuring Occupational Health & Safety, workplace behaviours and all aspects of the Burrinja Human Resources Policy and Privacy Policy are adhered to.
- Take action to rectify any failure or suspected failure to comply with regulations or policies without delay.

RELATIONSHIP MANAGEMENT

- Set and reinforce Burrinja's standards for friendly and knowledgeable customer service
- Develop strong positive relationships with all clients and artists through the event management process
- Demonstrate a track record of some repeat clients each year
- Maximise utilisation of the centre by contracting a diverse range of users
- Support the broader Burrinja team in the delivery of a broad range of arts and culture events at Burrinja.

MANAGEMENT SKILLS

- Demonstrated skills in independently managing time, setting priorities, and planning and organising work and meeting timelines and ability to work to a high level of efficiency in a busy environment.
- Ability to show initiative and exercise sound decision making across all areas of the position.

INTERPERSONAL SKILLS

- A well-developed ability and commitment to lead, develop options, resolve conflict and problems and work towards solutions, particularly with clients and the staff team.
- Proven ability to communicate sensitively and effectively with people from a wide range of organisations and cultural backgrounds.
- Proven ability to deal professionally and diplomatically with all members of the community including stakeholders, hirers, business leaders and other high-profile individuals
- Proven ability to persuade, convince or negotiate with colleagues, clients, members of the public and others in the pursuit and achievement of Burrinja objectives.

DESIRABLE EXPERIENCE

- Tertiary qualification in Arts, Arts Management, Event or Production Management or a related discipline.
- Working knowledge of similar or equivalent software programs to: Midas event calendar booking system, ENTA ticketing, When to Work staff rostering software.

CONDITIONS OF EMPLOYMENT

- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2024, the Employment Agreement, and the National Employment Standards.
- Capacity to work out of normal hours or on weekends if required, balanced by a time in lieu system.
- Applicants may be required to undergo a Police Check prior to commencement in the position.
- A valid Working with Children check is required.