



## **JOB PACK**

# **VENUE AND TICKETING COORDINATOR**

SEPTEMBER 2024

## **THE WHOLE WORLD ON SHOW**

### **ACKNOWLEDGEMENT TO COUNTRY**

At La Boite, we acknowledge the country on which we work and the traditional custodians of this land – the Turrbal and Jagera people. We pay our respects to their Elders past and present. We honour the Aboriginal and Torres Strait Islander people whose lands, winds and waters we all now share and their ancient and enduring cultures. This country was the home of storytelling long before La Boite existed, and we are privileged and grateful to share our stories here today.



## **ABOUT LA BOITE THEATRE | THE WHOLE WORLD ON SHOW**

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La Boite is an iconic Australian theatre company and one of Queensland's most revered producing houses. As Australia's oldest continuously running theatre company, La Boite has been creating inspiring, innovative, and adventurous theatre for nearly 100 years.

La Boite has a proud reputation for developing artists and audiences – with the aim to push the boundaries of theatre and create a pathway for local and national artists to mainstream stages in Brisbane and beyond. La Boite plays a crucial role in the local, state, and national arts sector as an incubator and producer of new work.

La Boite understands that the stories, ideas and voices of our city and country are many and varied and as such seeks to represent and engage in this rich diversity of form, ideas, ethnicity, gender, and identity.

La Boite is committed to building workplace diversity, access, and inclusion. Diversity is central to innovation, and access and inclusion are key to unlocking its potential. La Boite's diversity will be reflected in its programs and storytelling, as well as in its workforce, audiences, artists, and partnerships. La Boite supports all people, including from First Nations people, people who are disabled and/or /deaf and/or neurodivergent, people from diverse cultural and linguistic backgrounds, and lesbian, gay bisexual, transgender, and intersex (LGBTQIA2+) people.

### **VISION**

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Another century of changing our world, one story at a time.

### **PURPOSE**

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To create powerful connections between artists and audiences through stories that entertain, move, empower, surprise, and transfix.

### **WE VALUE**

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**RELATIONSHIPS** La Boite is people-centred, embedding a mindset of thoughtful risk-taking, creativity and innovation while being responsive to our partners' shared strengths and aspirations, and enhancing audience expectations.

**RESILIENCE** Through a passionate dedication to diversity, La Boite will thrive with considered, confident and connected strategies that strengthen the company.

**REPUTATION** La Boite will continue to grow and strive for greater profile, cementing its role as a vital cultural hub in Brisbane, Queensland and Australia while also distinguishing itself globally as a passionate and necessary storytelling institution.

**SUSTAINABILITY** La Boite will strengthen its sustainability and independence through commercial growth, enabling increased artistic and audience development.

## OVERVIEW

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Hours:	Full time, 38 hours p/week The requirement of this position includes a degree of flexibility as you will be expected to work on events that may fall outside of usual hours, including weekends and evenings.
Reporting to:	Venue & Operations Manager and Head of Business
Supervising:	None
Additional Conditions:	<u>Qualifications / licenses required prior to commencing:</u> Working with Children Check (Blue Card)

## GOAL

The Venue & Ticketing Coordinator manages all venue hire activities at La Boite Theatre, including the Roundhouse Theatre, Studio, Forecourt, Espresso Bar & Café, and Workshop. Focused on expanding venue hire opportunities, the role oversees client engagement, ensuring high-quality service throughout booking, planning, and delivery. The Coordinator will communicate effectively with clients and collaborate with internal and external stakeholders.

You will also oversee the daily ticketing functions for onsite productions and serve as the first point of contact for the administration office, managing calls, emails, and enquiries. This will include handling bookings, exchanges, and refunds in Tessitura, while actively supporting sales and marketing initiatives. Additionally, you'll ensure compliance with company policies and provide hands-on box office support as needed.

To be successful in this role, you will need to deliver personalised customer service, offering genuine and attentive support to patrons and clients.

## DUTIES

1. Coordinate and execute all venue hire functions of the company including developing and expanding the company's commercial venue operations.
2. Deliver day-to-day ticketing functions of the company, under the supervision of the Venue & Operations Manager.
3. Provide ongoing business support.

## RESPONSIBILITIES

1. Coordinate and execute all venue hire functions of the company including developing and expanding the company's commercial venue operations.
  - Drive venue hires with external parties (current and new) to meet/exceed annual budget forecasts.
  - Manage and respond to external venue hire inquiries, ensuring prompt and professional communication.
  - Schedule and conduct site tours in collaboration with the Production Department and other relevant onsite activities.
  - Facilitate and manage communications among La Boite departments (including Business, Productions, and Marketing) to coordinate venue hire activity logistics, including technical needs, ticketing builds, marketing support, and staffing requirements.
  - Produce detailed quotes and proposals for external hire activities and events.
  - Develop and issue hire agreements under the supervision of the Head of Business.

- Create and distribute relevant event documentation, including detailed event plans, schedules, and briefing materials.
  - Oversee the delivery of events, ensuring all requirements are met and providing onsite event support.
  - Prepare detailed and timely financial settlements for external hirers with the support of the Venue & Operations Manager and the Head of Business.
  - Conduct post-event evaluations to assess performance and inform future events and activities.
  - Undertake research to identify new clients and event opportunities, contributing to the growth of new and repeat business.
  - Prepare and deliver regular reports tracking progress against Key Performance Indicators (KPIs).
  - Assist the Business Department in identifying areas for improvement and conducting ongoing reviews of external hire operations to optimise performance.
  - Consistently provide high-quality, customer-focused service to external clients and stakeholders.
- 2.** Delivery day-to-day ticketing functions of the company, in conjunction with the Venue & Operations Manager.
- Serve as the first point of contact in handling incoming telephone calls, emails from public-facing accounts, and directing visitors.
  - Handle bookings, exchanges, and refunds in Tessitura, including tickets, packages, gift vouchers, memberships, Youth & Education programs, and Food & Beverage offerings. Actively solicit ticketing donations during transactions.
  - Ensure adherence to all procedures and policies, including cash handling, ticketing terms and conditions, and customer relationship protocols.
  - Provide hands-on box office support on an as-needed basis, including during matinee and opening night performances.
- 3.** Provide ongoing business support.
- Ensure all public spaces are maintained and presented in a professional manner, reflecting the company's standards.
  - Provide other Business Department support as required.
  - Comply with La Boite's Workplace Health and Safety Policy and actively promote safety in the workplace
  - Comply with La Boite's policies and procedures and with relevant legislation and regulations.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## **POSITION CRITERIA**

### Essential:

- 2+ years' experience in ticketing or venue experience within an arts organisation
- Self-management skills including the ability to manage multiple competing priorities and manage time effectively.
- Highly developed communication skills and stakeholder engagement, confidence in taking and making phone calls.
- Ability to work flexible hours including weekends and evenings.
- Effective knowledge of Microsoft Office software suite (Word, Excel).

### Desirable:

- Commercial sales experience
- Open Driver's license
- Experience with database systems (preferably Tessitura)

## **HOW TO APPLY**

Your application should include the following:

- A cover letter responding to the essential criteria
- A current resume, including contact details for two professional referees (these will not be contacted without your permission).

Please email your application by 5pm Friday 4 October 2024 with *Venue & Ticketing Coordinator* in the subject line to [jobs@laboite.com.au](mailto:jobs@laboite.com.au)

If you would like more information about the role, please email [jobs@laboite.com.au](mailto:jobs@laboite.com.au) or call the Head of Business, Ian Prowse, on (07) 3007 8600.