

Position Description

Venue Hire Coordinator (part-time)

The Venue Hire Coordinator leverages our unique cultural precinct to deliver venue hire experiences that are high-quality, impactful and profitable. Excited by building sustainable income to fund our core programs and community impact, the Venue Hire Coordinator will be passionate about working with clients to bring their ideas to life and motivated to develop and meet targets.

Title	Venue Hire Coordinator
Reports To	Venue Operations Manager
Direct Reports	Nil
Key Relationships	Hirers – including artistic program partners, government and non-government stakeholders, schools and education providers, NFP/community sectors, external service providers, stakeholders and communities in Melbourne’s west and representatives from relevant organisations, both formal and informal, within the community.
Employment Basis	Part time – 0.8 FTE – 4 days per week (30 hours per week)
Employment Conditions	Appointed for an initial 2 year fixed-term until 2025. A 6-month probation period applies, subject to an employment contract, which sets out all terms and conditions of employment including remuneration and superannuation. Employment is subject to a National Police Check.
Salary	\$48,000 (\$60,000 pro rata) per annum + minimum superannuation contribution (currently 10.5%)
Employment Benefits	<ul style="list-style-type: none"> • Access to Employee Assistance Program • Opportunities for professional development • Positive, socially engaged work culture • Flexible Working Arrangements including remote work (note: specify if the job is precinct based to avoid disappointment)
Location	The position is based at Footscray Community Arts, 45 Moreland Street, Footscray (centrally located 10 minutes from Melbourne’s CBD). Flexible working arrangements are available.
How to apply and closing date	<p>Applications must be submitted by completing this form by 5pm, Monday 20 February 2023.</p> <p>Please include your CV and cover letter that responds to the key selection criteria (maximum 2 pages of text). You are welcome to submit this application as 1 PDF or as a video recording by the closing date. If you have access requirements to support your application, please let us know. We cannot accept late applications.</p>
Who to talk to	<p>Tanya McLaine Venue Operations Manager tanya.m@footscrayarts.com</p>
Employment Values	Our values are cultural rights, access, leadership, sustainability and creativity. We strive to contribute to an arts landscape underpinned by cultural equity, access and representation. We strongly encourage applications by people from POC/culturally and linguistically diverse backgrounds, First Nations people, people with disabilities and people from LGBTQIA+ communities. We are dedicated to developing safe and flexible working environments for our team and are committed to a cultural of continuous improvement, learning and unlearning.
Acknowledgment of Country	We acknowledge that we are on the traditional lands of the Boon Wurrung and Wurundjeri peoples of the Kulin Nation. We offer our respect to the Elders of these traditional lands, and through them, to all Aboriginal and Torres Strait Islander people.

Position Description: Venue Hire Coordinator

Summary

The Venue Hire Coordinator is a key role supporting the business objectives of Footscray Community Arts. They lead our venue hire strategy and cultivate relationships with hirers through the delivery of quality events and functions. Venue Hire is a crucial part of our business, that not only generates much-needed revenue, but also welcomes many first times visitors and partners to our unique cultural precinct.

Day-today, the role involves business development, sales, event contracting, planning, invoicing, internal coordination, site inspections and responding to enquires. This role offers an opportunity to lead business development strategy through the implementation of a new suite of venue hire packages.

Working within the Cultural Facilities Team, this role is supported by a Production Manager and Front of House Coordinator who will support your success in the role.

Working Culture and Attributes for Success

We are looking for someone who is:

- **Entrepreneurial:** this role generates much needed revenue that supports our operations. You will get a kick out of meeting financial goals and strategizing ways to add value to our clients.
- **An intuitive and proactive communicator:** the success of this role is underpinned by proactive written and verbal communication. You will be direct, but generous and patient.
- **Has a sophisticated level of professional judgement when it comes to events:** You will understand what makes an event successful, including communication, planning, safety and managing expectations.
- **An efficient, organised, systems-based worker:** this is a busy role, managing multiple events at different stages of organisation. You will have great systems to manage the workload, while ensuring high-quality outcomes.
- **A team player, motivated by making great stuff happen:** you will feel super satisfied when events go smoothly, with great feedback from the team and hirers.

Core Duties and Deliverables

Area	Description
Venue Hire, Customer Service and Sales	<ul style="list-style-type: none"> • Respond to all venue hire enquiries, prepare quotes and appropriate event proposals for clients in a timely and professional manner. • Conduct site inspections and client meetings, and suggest innovative ways to deliver the events and add value add. Maximise revenue potential and margin from events where possible and appropriate. • Execute contracts and invoice clients for venue hire services. • Ensure bookings and relevant information is up-to-date in Priava (venue management software), including correct times, tentative bookings, confirmed bookings and cancellations. • Provide event staffing requirements (Duty Manager, Bar Staff, Front of House Staff) to the Front of House Coordinator and Production Coordinator (tech staff) in a timely manner. • Develop Activation Sheets for Duty Managers in collaboration with the Front of House Coordinator. • Deliver quarterly reports for Board reporting. • Deliver revenue tracking monthly reports to Venue Operations Manager
Business Development & Strategy	<ul style="list-style-type: none"> • Collaboratively develop and implement venue hire strategies and campaigns to drive sales, awareness and meet financial performance KPIs. • Ensure pricing is appropriate and benchmarked with other venues on an

	<p>annual basis.</p> <ul style="list-style-type: none"> • Lead the development of marketing strategy and campaigns to promote venue for hire in collaboration with the marketing team. • Seek ways to refine FCAC’s venue hire offering to ensure it can be managed appropriately and provides the best possible customer journey. • Engage in evaluation with the Executive Team to inform improvements in processes and problem solve. • Collaborate with the Creative Producer, Contemporary Music to inform commercial music events and hire. • Business development and relationship building with local community, business and not for profit organisations, particularly (but not limited to) the West.
Financial Management and Contracting	<ul style="list-style-type: none"> • Prepare invoices and contracts, ensuring details are correct and consistent. • Ensure venue hire agreements and payment schedules are paid for, and assist the Finance Manager to chase late payments. • Plan, monitor and report on venue hire targets in collaboration with the Venue Operations Manager, providing regular and reliable internal reports with set monitoring processes in place. • Ensure all project income and expenditure is managed in accordance with the organisations financial systems, processes and delegations.
Reporting and Compliance	<ul style="list-style-type: none"> • Ensure events meet all obligations with regards to relevant laws, contracts, insurance, policies and OHS frameworks e.g. risk management and liquor licencing. • Adhere to relevant policies and procedures and contribute to a safe working environment.
Collaboration	<ul style="list-style-type: none"> • Contribute to planning and strategy to ensure a balance between venue uses is achieved (e.g. maintaining a sustainable balance between artistic and commercial use). • Work with the program team to negotiate use of venues for special events and high-financial return opportunities. • Anticipate and communicate possible clashes or issues as identified in a friendly and constructive manner.
Compliance and Continuous Improvement	<ul style="list-style-type: none"> • Lead continuous improvement of venue hire procedures and workflows • Contribute to a culturally safe culture through active participation and engagement in staff culture. • Contribute to internal incident reporting procedures, and contribute to a safe environment for staff and participants. • Escalate issues appropriately. <p>Adhere to all OH&S, safety and work policies and procedures</p>

Selection Criteria

[include up to 6 key criteria, some examples below]

Essential

- Strong alignment with our core values of Cultural Rights, Access, Leadership, Sustainability and Creativity.
- Demonstrated customer service and sales experience, preferably in a venue hire or event coordination context.
- Demonstrated experience in coordinating events from inception to delivery including high-level production knowledge, developing quotes, contracting, invoicing, staffing and scheduling.
- Strong intuition and ability to apply professional judgement when problem solving and negotiating – particularly under pressure.
- Demonstrated experience to develop strong administrative systems to manage large volumes of enquiry and projects at varying stages of completion.

- Clear and concise verbal and written communication skills.
- Good interpersonal and relationship skills that includes working communicating across teams to deliver events and strong administrative outcomes.

Desirable

- Experience in hospitality and/or understanding of liquor license procedures.
- Previous experience in a venue hire/ booking role.
- Experience using Priava or other venue management software.
- Experience using Xero for invoice generation.

About Us

Footscray Community Arts is a nationally and internationally recognised arts precinct grounded in Melbourne’s West.

For almost 50 years, Footscray Community Arts has cultivated a reputation for excellence in nurturing, creating and presenting contemporary arts in collaboration with our communities of focus: First Nations, culturally and linguistically diverse, LGBTIQ+ and artists with disability.

We seamlessly combine our roles as a cultural destination, creative producer and industry development leader. We have fostered generations of artists and cultural leaders; providing a safe and creative place for diverse communities and a growing number of audiences. Footscray Community Arts carries rich cultural knowledge, ever strengthening ties with Indigenous voices through our longstanding Indigenous Advisory Group, and deep roots in activism for those who are underrepresented in mainstream culture. Our staff and board reflect who we work with, deploying best-practice methodologies in community arts and cultural development in local, national and international contemporary art contexts. We are the largest arts employer in Melbourne’s western suburbs – situated 6km west from Melbourne’s CBD in a region comprising of six local government authorities with a population representing 130 distinct ethnicities speaking over 150 languages.

Footscray Community Arts is a place for artistic vibrancy, new work, big ideas and important conversations led by our communities of focus.

Our Programs

Our programs and initiatives are long-term, high-impact and underpinned by our strategic pillars. The way we work is built on models of community and cultural development practice, collaborative leadership and, always, with First Nations first.

Delivery Area	Description	Initiatives 2022 - 2025
Major Projects and Commissions	<p>These ambitious projects of scale profile artists from our communities of focus, generating visitation and audience growth.</p> <p>Artist-led and supported by our sophisticated infrastructure and valuable partnerships, these are pivotal moments to profile ideas, conversations and ground-breaking artistic practice.</p>	<ul style="list-style-type: none"> • NEIGHBOURHOOD (2022): a new major 17 day arts triennial, presented across Melbourne’s West in partnership with The Substation. • Wominjeka Festival (2022): a biennial <i>Ngargee</i>, a Kulin cultural event, teaching and sharing from the Boon Wurrung and Wurundjeri peoples of the greater Kulin nation. • 50 Year Anniversary Commission (2024): major community-engaged artwork celebrating our golden anniversary by a renowned artist from our focus communities, with associated programming capturing community, art and stories from our rich history. • Exhibitions: long-lead commissioned exhibitions platforming curators and artists, presented across our precinct’s three galleries and supported by public programs.

		<ul style="list-style-type: none"> • Performance: Site-specific and bespoke performing arts experiences by our focus communities
<p>Artist and Industry Development</p>	<p>Our immersive artist and industry development programs respond to the needs of artists and communities. We provide studio space and support for creative development, facilitate conversations and build capacity through workshops and mentorship. These impactful programs work with artists over long-periods of time, generating industry pathways and connections.</p> <p>Through these programs we generate sector change by enhancing the visibility of our communities of focus and promote equity and cultural safety in the Australian arts industry.</p>	<ul style="list-style-type: none"> • RESIDENCE: offering artists and collectives studio and rehearsal space to experiment, conduct research, and create innovative arts projects as part of our community. • Flagship Industry Development Programs: industry and peer led programs to support practitioners and industry: <ul style="list-style-type: none"> ○ Emerging Creative Leaders (2021-22): emerging practitioners working in community-engaged practice ○ West Writers (2021-22): emerging writers from all literary disciplines ○ Behind the Screens (2021-22): emerging filmmakers in partnership with Santilla Chingaipe ○ Tarnuk-ut Baany (2021-22 & 2023-24): seed funding and mentorship for emerging Indigenous artists across any creative discipline ○ VicHealth Partnership (2022-24): support for emerging artists from African diaspora through VicHealth's multi-year initiative, Future Reset • ArtLife: participant-led practice development for artists with disability including: <ul style="list-style-type: none"> ○ Workshops: studio practice and skills development across artforms ○ Residency: ambitious new works and commissions • Strategic Industry Development: <ul style="list-style-type: none"> ○ Axis (2021): hands-on skill development for women, non-binary and gender non-conforming event technicians ○ 啣嗒工房 (Ji zhā Atelier, 2022-2024): Partnership with Melbourne Fringe and Curatorial Collective supporting Chinese speaking artists ○ Tilde: mentoring and skills development to support emerging trans and gender diverse producers deliver Australia's 'only Trans and Gender Diverse Film Festival' • International exchange residency and presentations with: <ul style="list-style-type: none"> ○ Indonesia: visual art partnership with Yogyakarta's Project 11 ○ Singapore: facilitating ongoing intercultural performing arts collaborations ○ Japan: reciprocal residency partnership with Saison Foundation focused on Australian Indigenous and Japanese Ainu performing artists ○ Canada: multi-year First Nations residency partnership and collaboration model with Grunt Gallery • Arts West Alliance: Footscray Community Arts convenes the leading advocacy body consisting of 90+ independent artists and seven art organisations from the western suburbs
<p>Public Program</p>	<p>Built on a belief that the arts should be for everyone, these programs invite audiences to engage with accessible, fun, challenging and exciting creative experiences. This year-round suite of presentation based programs engage audiences of all ages</p>	<ul style="list-style-type: none"> • Creative Workshops: revitalized profit-for-purpose program focusing on kids, families and adults seeking hands-on arts experiences • Live Music: building local audiences by profiling new music by focus communities, repositioning the West as a vibrant music neighbourhood. • Comedy: quarterly comedy series curated in partnership with the funniest comedians from our focus communities

	and demographics functioning as an easy access point for new audiences while providing income to artists from our focus communities.	<ul style="list-style-type: none"> • Venue hire: profit-for-purpose stream, providing outstanding venue hire experiences for artistic and community events
Schools Program	The future is bright. Our schools program aims to connect students and teachers with artists, to build the next generation of leaders, thinkers, creatives and arts audience members.	<ul style="list-style-type: none"> • Incursions and excursions that connect to our artistic program and are aligned to both F-10 VELs and ACARA curriculum. • Capacity building for teachers to provide them with the tools to connect curriculum to Footscray Community Arts' year-round programs
Arts Operations	Underpinning our program's success is our versatile arts precinct, sophisticated production capability, marketing skill and operational procedures.	<ul style="list-style-type: none"> • Visitor Experience: Our values are lived-and-breathed through Front of House and Reception • Interns and Work Experience: Including a Victoria University partnership to upskill the next generation of arts workers • Tenants: Value-aligned long-term tenants contributing to the vibrant ecology of the precinct and providing key profit-for-purpose income to the centre • Venue hire: Commercial venue hire • Art Collection: Growing catalogue of works acquired from our programs, valued over \$40,000 • Partnerships, funders and donors: Cherishing relationships that allow the broader Footscray Community Arts family to deliver on our mission

Our Team Structure

