

Programming and Presenter Services

Position Description

Position Title	Venue Booking Manager
Department	Programming & Presenter Services
Direct Reports	Senior Venue Booking Coordinator Venue Booking and Commercial Content Coordinator
Created Date	November 2024

HOTA

Our work is carried out in line with our **HOTA Values** of Art, Citizenship, Curiosity, Integrity and Generosity

Every role at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure.

At HOTA:

- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment.
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories.
- We are dynamic caring and curious with a commitment to excellence, experience and innovation.
- We display strong interpersonal and communication skills to engage and build communities.

The Team

This Department is responsible for ensuring the presenter services needs of the precinct are delivered at the highest level and to industry standard

The Venue Booking Team is one of three units in the Programming and Presenter Services directorate. The Team is responsible for identifying and facilitating venue hire services to a high standard and managing external stakeholder relationships with venue hirers. The Team has a major role to play in high-quality customer service at HOTA, across all HOTA venues.

The Position

The Venue Booking Manager is responsible for leading the Venue Booking Team who are the first point of client contact for both new and repeat venue booking enquiries. The Team is responsible for converting enquiries into confirmed business and then coordinating the delivery of performance events for hirers across various areas of the business. This new Manager role will actively seek out commercial hirer opportunities in line with the HOTA programming brief.

Working closely with the Head of Programming and Producers, the Manager is responsible for ensuring the scheduling of performance venues at HOTA runs efficiently and is considerate of programming criteria for all hirers and presenters.

The Venue Booking Manager supports the Director Programming & Presenter Services in building and maintaining strong relationships with producers nationally and internally, and assisting with the development of new business relationships.

Key Responsibilities

The responsibilities will include but not be restricted to the following:

- Overseeing the day-to-day operations for the Venue Booking team
- Providing training, support and leadership to the Venue Booking Coordinator and Venue Booking Commercial Content Coordinator
- Coordinating and/or supporting the venue hire administrative requirements to clients across various activities ranging from live performance presentations, workshops, filming, functions and events to outdoor precinct presentations.
- Providing comprehensive administrative support including:
 - dealing with phone enquiries
 - managing general and email correspondence
 - providing accurate venue cost estimates to clients and stakeholders
 - coordinating hirer contracts and agreements
 - arranging and attending client production meetings
 - ensure accurate and timely reconciliation of financials for settlement
 - accurate records maintenance
- Ability to manage multiple events and tasks simultaneously.
- Coordination, delivery, and relationship management of HOTA Partnership agreements
- Working collaboratively across HOTA departments to ensure excellent communication flow and effective briefing of requirements for hirers and presenters to successfully deliver events and meet expectations (this requires attendance at weekly operations meetings).
- Working with various systems including venue and/or event packages (e.g., Artifax) to ensure up to date venue diary management and accurate recordkeeping.
- Providing reports to the Director Programming & Presenter Services & other departments as required, including accurate collation and interpretation of venue occupancy data and KPI's
- Following best practice and constantly looking to improve systems and procedures.
- Represent Venue Booking Team at working group or leadership meetings and information sessions as required.
- Other duties as directed commensurate with the level of this position.
- The responsibilities of this position require the incumbent to be flexible in their approach and there may be a requirement to occasionally work outside of and in addition to contracted hours. The salary reflects this requirement.

Workplace Health & Safety

- Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
- In accordance with HOTA's Workplace Health and Safety Policy an employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
 - Adhering to WH&S obligations and adopting sound work practices.
 - Following all safe working procedures and practices.
 - Eliminating, reporting or advising where required to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice.
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained, and
 - When requested assist management and other workers in the risk assessment of workplace hazards.

Selection Criteria

- Relevant experience in a similar role
- Demonstrated knowledge of large venue operations and management with an understanding of general theatre systems
- Industry knowledge and contacts would be desirable
- Strong problem-solving skills and decision-making capability.
- Experience in monitoring budgets and ability to create accurate quotations and costings
- Demonstrated ability to manage and develop effective working relationships with internal and external stakeholders
- Advanced office administration and computer literacy
- Excellent interpersonal skills with high level verbal and written communication
- Ability to document and communicate information accurately, clearly and in a timely fashion
- Work effectively under pressure to manage competing tasks and meet deadlines in a fast-paced work environment
- Work collaboratively in a team environment
- Knowledge of the local arts community and school networks

Qualifications and Experience

- Certificate Level (or workplace equivalent) Arts or Events Administration

Physical Requirements

- Bending.
- Twisting.
- Squatting.
- Reaching.

- Grip.
- Fine Motor.
- Standing.
- Walking.
- Lifting (5 – 10kg).
- Carrying.
- Push / Pull movements.
- Stooping.

Signatures

Incumbent	<p>I have read and understand this explanation and job description</p> <p>Signature _____ Date _____</p>
People and Culture	<p>Signature _____ Date _____</p>