



Position Description – Event Manager

About Arts Centre Melbourne

Situated in the heart of Melbourne's cultural precinct, the Arts Centre Melbourne presents world-class performing arts in a year-round exciting program. Experience Australia's best-performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music.

Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Community, Care More and Creativity.

About the Business Unit

The Conferences, Meetings & Events team sits within the Food & Beverage business unit and is responsible for the sales and planning of events for internal departments, performing arts companies and corporate clients of Arts Centre Melbourne function venues.

The business unit is comprised of sales and event management to ensure a central touch point for all clients across the business.

About the Position

Primary Purpose	The primary purpose of this role is to coordinate and manage internal, external and stakeholders events
Reports to	Senior Event Manager
Direct Reports	None
Key Relationships	<p>Internal All Art Centre Melbourne Departments</p> <p>External Performing Arts Companies, Corporate, Association, Government and other industry bodies, Online E-commerce, PCO, Venue Finding Agencies, ACM partnerships</p>
Position Type	Full time – Fixed term 12 month maternity cover
Salary Classification	Band
Financial Delegation	None

Key Criteria	
Qualifications	Relevant professional or tertiary qualification in Event Management or equivalent experience.
Experience	<ul style="list-style-type: none"> • Demonstrated experience in a similar position • Strong planning, organisational and administration skills • Exceptional communication skills; both verbal and written • Ability to work within a fast paced, high-pressure environment and set priorities to manage multiple timelines effectively • Experience in developing and maintaining professional relationships with internal and external event managers to confirm and deliver event concepts • Experience in account management and revenue generation • Proven ability to monitor financial performance, identify and maximize commercial opportunities • Must be a team player and demonstrate strong leadership skills with the ability to lead positive change and continuous process improvement • Experience with standard operating processes, development and delivery • Experience using Ungerboeck (EBMS) software, desirable but not essential • The ability to help with staff training
Other (i.e. legal or physical)	<ul style="list-style-type: none"> • General office work with a strong emphasis on computer usage and site work which may include outdoor locations • May be required to work outside of regular business hours from time to time

Accountabilities
<ul style="list-style-type: none"> • In conjunction with the rest of the team, identify and deliver best practices to streamline activities and increase departmental efficiency • Support management to deliver continuous improvement and effectively lead change • Manage internal, external and stakeholders events • Conduct site inspections and client meetings to ascertain event related requirements • Review contracts, invoices and event orders to ensure they accurately reflect the agreement between the client and Arts Centre Melbourne • Provide creative solutions to suit client requirements, exceed expectations and achieve the best possible outcomes • Create the relevant event documents to the highest standard for the operations team to successfully deliver the event • Provide a clear and thorough event hand-over to the operations team in the set timeframes • Effectively communicate and action client feedback to help with continuous improvement • Demonstrate exceptional customer support and key account management that leads to positive business relations and repeat business • Participate in the planning and execution of sales promotions to achieve lead and revenue generation • Provide pro-active and re-active sales support via telephone and client meetings • Participation in industry trade shows and networking events

Decision Making

- Under the broad direction of the Senior Event Manager, the incumbent will be required to make decisions on day-to-day event management issues and resolve operational problems in consultation where required.
- A moderate level of delegation and operating autonomy is required with the ability to make tactical decisions within the scope of the assignment.