

# Venue Planning Manager, Presenter Services

## Position Description

### The Business Unit

Presenter Services sits within the Performing Arts pillar and is responsible for:

#### Presenter Management:

- Optimising venue utilisation and business growth with Presenters while cultivating artistic programming.
- Strengthening organisation-wide relationships between Presenters and ACM.
- Proactively exploring opportunities for growth, innovation, co-creation, partnership and collaboration with our Presenters.
- Recognising and including Presenters as critical stakeholders, contributors and advocates of [Reimagining](#).

#### Event Management:

- Contributing to the successful delivery of events through effective planning and communication with Presenters, and the adept coordination and oversight of operations across ACM departments.

#### Venue Logistics Management:

- Managing the complex logistics, myriad stakeholder relationships, and competing needs for the use and maintenance of our venues and precinct partners

#### Management Sidney Myer Music Bowl Operations:

- On site management of SMMB events

## The Role

**Manage key relationships with Internal & External stakeholders in order to effectively book mainstage venues, ancillary precinct spaces and facilitate the non-standard use of venues**

Type	Full Time
Reports to	Head of Venue Planning, Presenter Services
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 4.1
Key Relationships	<i>Internal:</i> Administrator, Venue Planning, Director, Presenter Services, Head of Event Management, Sidney Myer Music Bowl team, General Counsel team, Account Manager team, Programming team, Production Managers, Celebration, Meetings & Events team, Collections team, Facilities team, Visitor Experience team, and as required the wider Arts Centre Melbourne team. <i>External:</i> Operational contacts from Presenters, artists, promoters and producers.
Delegation	N/A
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	SGA Employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	May 2024

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

### Your qualifications and experience

Relevant professional qualification in arts, event or venue management, or equivalent professional experience in the entertainment industry, event or venue management.

### Your skills and attributes

#### Essential:

- Advanced understanding of event delivery processes in a Major Performing Arts environment and ability to identify and implement continuous process improvements
- Exceptional attention to detail and time management skill, including strong ability to plan and prioritise effectively
- Extensive experience in developing and maintaining professional relationships and partnerships with internal and external stakeholders in a multi-venue, multi-hirer performing arts environment
- Knowledge of the creative industries performance environment, including its stakeholders and key organisations
- Demonstrated capacity and initiative in the planning and facilitation of events with an ability to manage multiple events simultaneously
- Understanding of complex show requirements and experience developing related event budgets
- Ability to provide leadership, advocacy, and guidance to achieve agreed performance outcomes for both internal and external stakeholders
- Ability to deliver a high level of customer service with a pro-active approach to problem-solving
- Experience preparing and maintaining business documentation
- Demonstrated ability to identify and maximise commercial opportunities
- Excellent communication and negotiation skills.
- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

#### Desirable:

- High level experience using Ungerboeck event management software
- Established relationships with relevant industry networks, Presenters, promoters, artists and commercial partners
- Exposure to or an understanding of Government Agency requirements, policy and procedure

## In the role you will

### Accountabilities:

- Support the Head of Venue Planning by:
  - Utilising ACM and industry knowledge and expertise to respond to venue hire enquiries, and delivering venue presentations with clients
  - Strategically and effectively manage bookings for relevant venues and spaces (as directed by the Head of Venue Planning) with particular emphasis on balancing competing priorities in accordance with the Venue Hire Policy and Procedure.
  - Managing the diary planning for all activity within relevant venues and spaces (as directed by the Head of Venue Planning). Ensure all preliminary event details are recorded and providing detailed handovers to the Account Management team to deliver the event as detailed in the Event Management Framework
  - Contribute to ongoing process improvement within the context of ACM's Event Management and Presenter Relationship Frameworks
- Support ACM's commercial programming by:
  - Scoping, assessing, and analysing the merits of commercial opportunities as they arise, in accordance with ACM's programming objectives
  - Generating accurate budgets for complex and/or high value opportunities, and provide sound financial advice and recommendations to department Heads and Directors
  - As required, acting as project lead to move creative content opportunities through relevant programming and approval processes.
- Manage event delivery requirements for unique one-off and ongoing projects as required
- Work with management and other business units to provide innovative solutions to presenter or event issues
- Manage external filming and photography requests in accordance with the Victorian Film Friendly Guidelines 2014 across relevant venues and spaces
- Facilitate access to relevant venues and spaces for internal teams to carry out work that supports the wider organisation's marketing, training, philanthropic, and maintenance requirements
- Assist in managing the changing requirements of the organisation resulting from the Reimagining Project
- Chair the Allocations Group and provide advocacy and guidance to ensure best possible outcomes for presenters and artists.
- Actively contribute to organisational projects, initiatives and department forward planning.
- Maintain competitive intelligence on other venues and broader entertainment trends
- Maintain thorough knowledge of Arts Centre Melbourne venues to ensure clear communication with Presenters.
- Contribute to report writing as required.
- Represent the Presenter Services team on appropriate internal committees and project teams
- Provide backfill for other Presenter Services team members as required.

### Decision making:

- Under the broad direction of the Head of Venue Planning, the role will be required to make decisions using discretion and judgement based on the interpretation of legislation, standards, systems and frameworks, and by applying established commercial and industry practices to determine the most appropriate course of action
- Expected to manage changing expectations, and balance complex and competing priorities, requiring judgement, insight and initiative
- Required to balance the often-competing issues and immediate demands of internal and external stakeholders
- The role represents the interests of Arts Centre Melbourne in managing relationships with Presenters and other stakeholders
- A moderate level of operating autonomy is required and the ability to make tactical decisions within the scope of a project.

**Systems:**

- Ungerboeck event management and financial system to a high level of competence
- Microsoft Excel to a moderate level of competence
- DocuSign to a high level of competence
- Standard Desktop Environment (Office 365, Adobe, Windows)

**Working environment/physical requirements:**

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

**You demonstrate our values**

- **Leadership**
- **Creativity**
- **Accountability**
- **Equity & Inclusion**