

# Account Manager, Presenter Services

## Position Description

### The Business Unit

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

#### Presenter Management:

- Optimising venue utilisation and business growth with Presenters while cultivating artistic programming.
- Strengthening organisation-wide relationships between Presenters and Arts Centre Melbourne.
- 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 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

Project manages events across the precinct, cultivating and strengthening the organisational relationships between Arts centre Melbourne and our Presenters, and driving continual improvement of event management

Type	Full Time
Reports to	Senior Account Manager, Presenter Services
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 3.3
Key Relationships	<i>Internal:</i> Venue Planning Manager, Assistant Planning Manager; Producers, Production Managers, Major Business Projects team, Marketing Campaign Managers, Ticketing team, Visitor Experience team, Food and Beverage 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:

- Demonstrated capacity and initiative in the planning and facilitation of events with an ability to manage multiple events simultaneously
- Strong understanding of event delivery processes and ability to identify and implement continuous process improvements.
- Strong attention to detail and time management skills, including strong ability to plan and prioritise effectively.
- Demonstrated experience in developing and maintaining professional relationships 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
- Ability to deliver a high level of customer service with a pro-active approach to problem-solving
- Ability to work within in a high pressure environment and demonstrated ability to successfully manage competing stakeholder needs in an outcomes focused environment
- Experience preparing and maintaining business documentation
- 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:

- Established relationships with relevant industry networks, Presenters, promoters, artists and commercial partners.

### In the role you will

#### Accountabilities:

- Provide effective holistic coordination of events to achieve a seamless experience for Presenters, Arts Centre Melbourne teams and all stakeholders
- Concurrently project manage a variety of events all at different stages of contracting, planning, risk management, scheduling, delivery, financial settlement and review
- Manage and support events through clear communications and documentation within the context of Arts Centre Melbourne's Event Management Framework
- Acquire and distribute event information to internal teams, service providers, stakeholders and Presenters utilising Ungerboeck

- Plan and manage event meetings, scheduling, cost estimates, invoicing, resources and services
- Utilise the knowledge and expertise across the business to achieve the best financial outcomes for Arts Centre Melbourne and Presenters
- Act as the key operational contact for Presenters, providing outstanding relationship management within the context of Arts Centre Melbourne's Presenter Management Framework
- Deliver and maintain contracts that accurately reflect the agreement between Presenter and Arts Centre Melbourne, and ensure contract compliance by managing contractual arrangements
- Coordinate the event settlement process ensuring all departments meet expected timelines
- Action Presenter, stakeholder feedback and event de-briefs to contribute to continuous improvement and efficiency opportunities
- Contribute to ongoing process improvement within the context of ACMs Event Management and Presenter Relationship Frameworks
- Work with the venue planning team to effectively manage venue logistics
- Provide Ungerboeck system use guidance and training for team members across departments
- Respond to and manage the changing logistical requirements of the organisation resulting from the Reimagining Project
- 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 committees and project teams
- Comply with all legislative requirements in the State of Victoria and the Commonwealth applicable to the work performed
- Comply with, and help ensure Presenters comply with all policies, procedures and guidelines introduced by Arts Centre Melbourne in the interest of health and safety.

**Decision making:**

- Required to make decisions on day to day event management issues and resolve operational problems in consultation where required with the Senior Account Manager
- 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 each event.

**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 2018



## You demonstrate our values

- Leadership
- Creativity
- Accountability
- Equity and Inclusion