



# Event Manager, Conferences, Meetings & Events

## Position Description

### The Pillar

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Hospitality, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

### The Role

To coordinate and manage internal, external and stakeholder events. External events to include both corporate and private events. The role also requires a creative, flexible approach with strong communication skills and stakeholder management

Leads, motivates, and inspires a high performing Customer Innovation team to deliver on Arts Centre Melbourne’s strategic goals and functional tasks.

Type	Full Time
Reports to	Senior Event Manager
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 3.1
Key Relationships	<b>Internal:</b> All ACM departments, specifically; Kitchen, Operations, Finance, People, Presenter Services, FOH, AV & Technology <b>External:</b> Clients: Corporate, Association, Government, PCO, Venue Finding Agencies, Performing Arts Companies Partners: Governing industry bodies & ACM partnerships
Delegation	None
Location	Arts Centre Melbourne premises and some remote work
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	Oct 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 or tertiary qualification in Tourism and Hospitality Management or equivalent experience preferred.



100 St Kilda Road  
Melbourne 3004  
Australia  
PO Box 7585  
MELBOURNE Vic 3004

T +61 3 9281 8000  
F +61 3 9281 8282  
info@artscentremelbourne.com.au  
artscentremelbourne.com.au  
ABN 83 295 983 059

- Experience in a similar event sales or event management role within the industry
- Strong written and verbal communication
- Experience in developing and maintaining professional relationships with internal and external stakeholders
- Ability to work within a high-pressure environment and adhere to strict deadlines
- Proven ability to hold financial accountability, monitor financial performance and deliver against budget
- Knowledge of Momentus – Venue & Event Management Software desirable but not essential

## Your skills and attributes

- 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.
- A Creative and flexible approach with strong interpersonal and customer service skills, with the ability to foster and maintain ongoing professional and stakeholder relationships
- A firm understanding of the sales & events process and customers cycles, an understanding of event operations and challenges desirable
- Ability to calmly balance competing organisational, and client demands
- Set priorities to manage multiple timelines effectively
- Composed under pressure with effective negotiation skills
- Strong planning, organisational and administration skills
- Exceptional communication skills; both verbal and written
- Active leader who contributes to a positive and harmonious working environment
- Resilient to change; adapts to organisational focus & competing priorities and demands
- The capability and willingness to help with staff training

## In the role you will

### Accountabilities:

- Manage Internal, external and stakeholder's events
- Provide outstanding customer relationship management, including;
  - o Act as the main point of contact for key stakeholders and service providers for each event until event handover
  - o Ensuring a high level of communication and engagement is provided
  - o Provide effective and persuasive leadership of events to achieve seamless and consistent outcomes for the Customer Innovation business unit and stakeholders
  - o Review contracts and create invoices and event orders to ensure they accurately reflect the agreement between the client and Arts Centre Melbourne
  - o Client and stakeholder feedback is actioned appropriately for continuous improvement and efficiency opportunities
- Work collaboratively with Event Sales Managers, Kitchen, Audio Visual and Operational Teams to ensure successful delivery of sales process, event delivery, client retention and CM&E branding activations
- Provide creative solutions to suit client requirements, exceed expectations and achieve best possible outcomes
- Co-ordinate all aspects of each event in consultation with Arts Centre Melbourne internal and external stakeholders
- Create the relevant event documents to the highest standard for the operations team to successfully deliver the event
- Liaise with operations and kitchen team to ensure all requirements are met and any late changes are conveyed to these departments
- Hand-over of detailed event requirements to Function Operations Manager and staff
- Plan and manage meetings, scheduling, cost estimates, invoicing, resources and services
- Conduct site inspections and client meetings to ascertain requirements
- Participation in industry trade shows and networking events as required
- 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
- Complete all paperwork and processes accurately and within specific timeframes

- Work within Arts Centre Melbourne financial and governance policies
- Other general administration duties deemed appropriate by the Senior Event Manager
- Additional business unit support when required and specified by the Senior Events Manager including but not limited to;
  - o Sales – Revenue report generation
  - o Scheduling meetings with key partnerships and accounts
  - o Administrative support when required

**Decision making:**

- Under the 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. The position prepares cost estimates, monitors event budgets and manages contract compliance.
- The incumbent will be required to balance the often-competing issues and conflicting demands of internal and external stakeholders.
- A moderate level of operating autonomy is required with the ability to make tactical decisions within the scope of the assignment
- The role represents the interests of Arts Centre Melbourne in managing relationships with presenters and customers

**Systems:**

- **The Position will require knowledge of the use of:**
  - o Momentus - Venue & Event Management Software
  - o Microsoft Suite
  - o Event Draw

**Working environment/physical requirements:**

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology. Work from home available with consultation with Senior Event Manager
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time (can also include outdoor locations).
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

**You demonstrate our values**

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