



## POSITION DESCRIPTION

HRF001:

Date: July 2024

<b>Position Title:</b>	Venue Sales Administrator
<b>Department:</b>	Venue Sales
<b>Classification:</b>	P&A5
<b>Ordinary Working Hours &amp; Days:</b>	Primarily work is conducted during normal business hours Monday to Friday, working 37.5 hours per week. However working additional hours may be required from time to time
<b>Reports to:</b>	Head of Programming – Commercial
<b>Positions reporting to this role:</b>	N/A
<b>Significant working relationships:</b>	<ul style="list-style-type: none"> <li>• Head of Programming – Commercial</li> <li>• Venue Sales Executive</li> <li>• AFCT employees</li> <li>• Hirers</li> <li>• AFCT Business Improvement</li> </ul>
<b>Delegations:</b>	Within agreed delegation limits
<b>Special Conditions:</b>	Out of hours work may be required from time to time.
<b>Information on Adelaide Festival Centre</b>	<p>Adelaide Festival Centre Trust is central to the Arts in South Australia and an integral part of community life in the State. AFCT welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.</p> <p>Adelaide Festival Centre is located on Kurna Yarta. We respect First Nations people around Australia and acknowledge the Kurna people as the traditional custodians of the Adelaide Plains. We honour their relationship with country, and we do so in the spirit of reconciliation.</p>
<b>Summary of Key Purpose:</b>	<p>To ensure that all contracts are recorded and entered into the EBMS system and to liaise with internal departments and external hirers to execute the sales administrative process from contract to final settlement.</p> <p>To provide appropriate administrative support to the organisation by developing and maintaining systems and processes that improve the functionality, clarity, accuracy and reporting capabilities of Venue Bookings.</p> <p>To provide assistance to the Venue Sales Executive and the Head of Programming – Commercial</p>

<b>Key Result Area / Accountabilities:</b>
Enter contract information for AFCT venue hires into the EBMS system, ensuring the data is accurate and that all internal administrative requirements in executing the contract are met in the appropriate time frames from receipt of the signed contract agreement to final financial settlement.
Work with Business Improvement team to develop and maintain systems and processes to improve customer service and reporting capabilities.
Devise and develop systems that unify AFCT business units for customer service and reporting functionality
Crosscheck Ticketek system (Insight) and AFCT information platforms to ensure accuracy of information
Regularly devise and update Venue Sales systems and policies for internal and external stakeholders
Provide advice to AFCT on hiring protocols
Provide support and training to AFCT staff for EBMS, Content Manager and other software systems and processes as required
Ensure AFCT Venue Sales contracts are compliant, current and accurate
Responsibilities relating to internal bookings:
Receive all general enquiries from internal and external stakeholders and resolve or direct to relevant AFC personnel.
Process purchase orders; credit card reconciliations; travel details and file/archive records relevant to Venue Sales.
Process internal venue booking requests and enter into EBMS.
Process production booking requirements (sound shell, loading dock, piano) into EBMS when required.
Provision of advice relating to the EBMS booking platform, as a system expert, with the ability to provide advice to management and executive regarding booking trends (utilisation of dark days and opportunity management)
In consultation with Business Improvement and ICT Teams, create relevant EBMS reports as required (e.g. monthly venue bookings, attendance figures, sales).
In consultation with Ticketing, assist external hirers with NEN completion
In consultation with Business Improvement and ICT teams, streamline the EBMS data entry and functionality to maximise functionality and accuracy
Coordinate 'AFC Presents' programming into EBMS including: <ul style="list-style-type: none"> <li>• Uploading contracts;</li> <li>• Scripting and confirming events;</li> <li>• Entering venue rental details;</li> <li>• Liaising with relevant departments to ensure that correct processes have been implemented.</li> </ul>
Update EBMS notices regarding: <ul style="list-style-type: none"> <li>• Adelaide Oval activity;</li> <li>• Elder Park events;</li> <li>• Road closures;</li> <li>• Parliament sitting dates;</li> <li>• School &amp; public holiday dates;</li> <li>• Other festival dates.</li> </ul>

<b>Responsibilities relating to external bookings:</b>
Be the primary contact for maximum of two Home Companies ensuring accuracy of booking footprint and contracts
Check that all details on the contract correspond with EBMS dates and authorisation from Head of Programming - Commercial of special conditions prior to contract being sent to client.
Request all deposit invoices on completion of checking venue contract.
Ensure venue contracts are returned signed within 14 days and deposits paid at that time.
Process external clients meeting and function room booking requests through EBMS and post letters of agreement to clients.
Process bookings of AFCT rehearsal rooms by external hirers through EBMS and post letters of agreement.
Log all opening hours into EBMS of Star Kitchen and Bar and the Green Room.
Raise deposit invoices and credit notes for all external hirers of venues.
Create client accounts in EBMS and update client information as required.
Process contracts for external hires
Coordinate the internal process of executing the event by: <ul style="list-style-type: none"> <li>• Send out risk assessment forms;</li> <li>• forward images for website and other marketing collateral to Marketing &amp; Corporate Relations department.</li> <li>• Provide Certificate of currency of public liability insurance to relevant personnel</li> <li>• enter show run times into EBMS;</li> <li>• liaise with all relevant departments that processes are being followed in a timely manner (ie EBMS, distribution of flyers and posters, correct signage);</li> <li>• Forward food and beverage requirements such as riders, functions and green room to Food &amp; Beverage department;</li> <li>• Distribute technical requirements to relevant production personnel;</li> <li>• Enter final settlement into EBMS;</li> <li>• Send out e-survey and collate data/responses on regular basis.</li> </ul>
<b>General</b>
Perform any other duties as directed by the manager, within level of skills, experience and competence.
Provide outstanding customer service on a daily basis by demonstrating respect, listening to and working with our customers, both internal and external, to achieve positive outcomes, where possible, for all involved.
At all times behave in a manner which is conducive to the values and expected behaviours at the Festival Centre and consistent with those prescribed in the Code of Ethics for the South Australian Public Sector.
Demonstrate appropriate behaviour and adhere to all Adelaide Festival Centre policies and procedures, including but not limited to equal employment opportunity and respectful behaviour the workplace.
<b>EBMS (Event Business Management System)</b>
Employees are responsible for ensuring that they attend compulsory EBMS Training and seek further EBMS Training as needed to perform their role.

<b>Records Management</b>
All records created within the conduct of AFCT business to be managed in accordance with AFCT's Record Management Policy, associated policies, procedures and legislation.
<b>Work Health &amp; Safety Responsibilities (WH&amp;S)</b>
Care of your own health and safety and the health and safety of others.
Comply with any reasonable instruction from the Department of the Premier and Cabinet, and Adelaide Festival Centre, so far as you are reasonably able.
Cooperate with all reasonable the Department of the Premier and Cabinet, and Adelaide Festival Centre policies and procedures.
Comply with the WHS legislation by adhering to the WHS requirements set out in the Adelaide Festival Centre Trust's WHS management system.
Wear and maintain Personal Protective Equipment (PPE) as directed.
Use other safety and emergency equipment provided in the workplace.
Assist with and conduct risk assessments.
Report a hazard, incident, injury or illness arising from workplace activities within 24 hours.
Implement WHS policies, procedures and safe systems of work.

Key Competencies:	Requirement
<b>Qualifications / Education</b>	
Appropriate post-secondary qualification in Business or similar	Highly desirable
<b>Knowledge/Skills/Abilities</b>	
Proven understanding of Ungerboeck/EBMS software system	Essential
Proven experience in venue booking in a multi venue environment	Essential
Excellent communication and interpersonal skills.	Essential
Excellent administrative and clerical skills.	Essential
Ability to work under limited direction.	Essential
Attention to detail.	Essential
Experience negotiating with providers or hirers to produce successful outcomes within a designated timeline.	Essential
Ability to administer efficient processes & systems to manage a variety of challenges.	Essential
Experience drafting contracts or working with contracts including monitoring contractual obligations.	Essential
Experience preparing monthly activity reports and statistics.	Essential
A consultative team building style with the ability to accept responsibility for making decisions.	Essential
Excellent lateral thinking and problem-solving skills.	Essential
Organisational skills with the ability to prioritise and meet deadlines.	Essential
Excellent customer service skills with the ability to follow up on customer complaints and enquiries.	Essential
Sound computer literacy skills particularly in MS Word, Excel & Outlook.	Essential
Good time management skills, with attention to detail.	Essential
Experience in Theatre and Performing Arts and contract documentation.	Desirable

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Signature of Incumbent:

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Date: