



ADELAIDE FESTIVAL CENTRE

POSITION DESCRIPTION

HRF001:

Date: Jan 18

Position Title:	Venue Sales Assistant
Department:	Venue Sales
Classification:	P&A 3
Ordinary Working Hours & Days:	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
Reports to:	Venue Sales Executive
Positions reporting to this role:	N/A
Significant working relationships:	<ul style="list-style-type: none">• Director, Programming, Development and Venue Sales• Venue Sales Executive• Commercial and Cabaret Executive Producer• AFCT employees
Delegations:	Within agreed delegation limits
Special Conditions:	Out of hours work may be required from time to time.

Information on Adelaide Festival Centre	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.
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Department Overview	Led by the Chief Financial & Operating Officer, the Business & Corporate Services Division's key objectives are to implement an effective governance framework, supported by efficient organizational systems and able to identify new business and generate additional revenue and opportunities to support AFCT activities.
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Summary of Key Purpose:	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. To provide appropriate administrative support and assistance to the Venue Sales Executive, Programming and Commercial team.
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<p>Key Result Area / Accountabilities:</p> <p>This position will be responsible for entering the 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.</p>
<p>Responsibilities relating to internal bookings:</p>
<p>Receive all general enquiries resolve and/or direct to relevant AFC personnel.</p>
<p>Process purchase orders; credit card reconciliations; travel details and file/archive records relevant to Venue sales.</p>
<p>Process internal meeting room booking requests and entering into EBMS.</p>
<p>Process production booking requirements (sound shell, loading dock, piano) into EBMS when required.</p>
<p>Generate relevant EBMS reports as required (e.g. monthly venue bookings, attendance figures, sales).</p>
<p>Coordinate 'AFC Presents' programming into EBMS including:</p> <ul style="list-style-type: none"> • Uploading contracts; • Scripting and confirming events; • Entering venue rental details; • Liaising with relevant departments to ensure that correct processes have been implemented.
<p>Collate information from external hires regarding the 'What's On' brochure and forward information to Marketing and Corporate Relations Department.</p>
<p>Update EBMS notices regarding:</p> <ul style="list-style-type: none"> • Adelaide Oval activity; • Elder Park events; • Road closures; • Parliament sitting dates; • School & public holiday dates; • Other festival dates.
<p>Responsibilities relating to external bookings:</p>
<p>Check that all details on the contract correspond with EBMS dates and authorization from Director, Programming, Development and Venue Sales of special conditions prior to contract being sent to client.</p>
<p>Request all deposit invoices on completion of checking venue contract.</p>
<p>Ensure venue contracts are returned signed within 14 days and deposits paid at that time.</p>
<p>Process external clients meeting and function room booking requests through EBMS and post letters of agreement to clients.</p>
<p>Process bookings of AFCT rehearsal rooms by external hirers through EBMS and post letters of agreement.</p>
<p>Log all opening hours into EBMS of:</p> <ul style="list-style-type: none"> • NEON ; • Star Kitchen and Bar; • AFCT Green Room; • Koffee Ink

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
<p>Coordinate the internal process of executing the event by:</p> <ul style="list-style-type: none"> • Send out risk assessment forms; • forward images for website and other marketing collateral to Marketing & Corporate Relations department; • Provide Certificate of currency of public liability insurance to relevant personnel • enter show run times into EBMS; • liaise with all relevant departments that processes are being followed in a timely manner (ie EBMS, distribution of flyers and posters, correct signage); • Forward food and beverage requirements such as riders, functions and green room to Food & Beverage department; • Distribute technical requirements to relevant production personnel; • Enter final settlement into EBMS; • Send out e-survey and collate data/responses on regular basis.
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.
Participate in corrective action processes where required and as directed.
Promote and implement policies and procedures in relation to EEO and the prevention of Bullying and Sexual Harassment in the workplace.
Comply with all AFCT policies & procedures not limited to WH&S and Records Management.
At all times behave in a manner which is conducive to the values and expected behaviours at Adelaide Festival Centre and which complies with the standards.

Work Health & Safety Responsibilities (WH&S)
Care for your own and others' health and safety.
Comply with any reasonable instruction from the department, so far as you are reasonably able.
Cooperate with all reasonable departmental policies and procedures.
Comply with the WHS legislation.
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.

Qualification / Education	Qualification / Education
Completed or currently completing at least a Certificate II in Business or similar	<i>Highly desirable</i>
Key Competencies:	Requirement (essential / desirable)
Sound administrative skills including computer literacy in Word, Excel and computer databases.	<i>Essential</i>
Excellent attention to detail.	<i>Essential</i>
Previous experience in a busy office environment.	<i>Essential</i>
Excellent communication and interpersonal skills.	<i>Essential</i>
Proactive, enthusiastic, results-oriented focus.	<i>Essential</i>
Excellent time management skills and proven ability to meet deadlines.	<i>Essential</i>
Ability to prioritise workload and seek clarification and assistance when necessary.	<i>Essential</i>
A consultative team building style.	<i>Essential</i>
Lateral thinking and problem-solving skills.	<i>Essential</i>
Sound organizational skills and attention to detail to ensure that large amounts of information are managed effectively.	<i>Essential</i>
An ability to operate with initiative and sometimes work with minimal supervision.	<i>Essential</i>
Previous experience with EBMS.	<i>Desirable</i>
An understanding of the arts/entertainment industry.	<i>Desirable</i>

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Signature of Incumbent:

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Date: