

POSITION DESCRIPTION

Position: Experiences Coordinator

Contract: Full time

Reports to: Experiences Manager

Commencement date: Immediate

POSITION PURPOSE

The Experiences Coordinator supports the delivery of major events, experiences, department activations across the organisation, outward-facing initiatives including external (to Artistic Season) presentations and income generating activities across all spaces that QB inhabits.

The Experiences Coordinator will work collaboratively with the Functions and Venue Hire Coordinator. The Events and Experiences team will work closely with all departments to oversee the delivery of departmental and organisational-wide events along with external clients, delivering income generating events and experiences.

WHAT WE ARE LOOKING FOR:

We are seeking a highly motivated and organised individual with end-to-end functions and events coordination experience including planning, on site operations, pre and post logistics. The successful candidate will be able to balance conceptual thinking with an eye for detail and has the demonstrated ability to effectively manage events budgets.

REPORTING

Reports to the Experiences Manager. This role is in the Experiences team which lies within the Cultural Spaces team.

RESPONSIBILITIES

- Co-create and implement an operational plan to deliver centralised experiences and event functions for the dual purpose of income-generating and service-delivery.
- Support the delivery of the Commercial sales strategy by actively selling and managing income-generating events to achieve set targets, as well as working closely with the Thomas Dixon Centre marketing team to ensure experience packages are marketed through the correct channels.

- Coordinate the delivery of all experience and front of house requirements for QBA artistic seasons, including in-season hospitality, foyer theming, opening and closing night celebrations and booking of event casuals
- Provide support to the Experiences Manager where required for all artistic seasons including activation experiences, opening night celebrations and in-season hosting
- Work within the broader Cultural Services team to deliver a suite of TDC Programming and Events
- Continue to develop and implement effective working processes and protocols across the organisation to ensure professional and safe delivery of all events on QB brand
- Coordinate event logistics and budget when delivering external and internal events to an agreed set target, quality and in line with QB's values
- Provide project management, including budget management and financial administration on all assigned events and experiences
- Regular use of relevant QB implemented software systems such as Artifax and EventsAir to assist in the delivery of events and experiences. This position will be the teams' Tessitura 'Super User'.
- Collaborate with the Functions and Venue Hire Coordinator and HR department to deliver a suite of engaging internal events to connect all of QB with our pillars, including social events, social welfare awareness and charity days
- Work alongside the Venue Operations Manager where necessary to ensure that events and experiences are scheduled and confirmed with spaces, front of house casuals and other requirements.
- Provide additional administrative support to the broader Cultural Services team as required including;
 - WIP (work in progress) agenda for relevant project meetings;
 - Experiences scheduling and internal staff management; and
 - Budget administration for projects assigned by Experiences Manager
- Ensure effective working processes and protocols across the organisation to ensure professional and safe delivery of all events on QB brand.

KEY CRITERIA

1. A relevant degree in hospitality management, events management or a minimum of 2+ years' experience in a similar role with a proven track record of organizing successful events.
2. A proactive problem-solving approach, combined with the ability to remain calm and work effectively in a fast-paced events environment, whilst ensuring a high level of detail for all events and compliance with relevant safety requirements.
3. Outstanding communication and negotiation skills with the ability to manage relations with a wide variety of external suppliers and internal stakeholders.
4. Highly organised with exceptional time management skills and the ability to multi-task and meet deadlines.

5. Proficient in MS Office suite and comfortable in the provision of events and budget administration support.

ADDITIONAL REQUIREMENTS

- RSF and RSA certificates
- Flexibility around work schedules

ABOUT QUEENSLAND BALLET

Queensland Ballet is a vibrant, creative company which connects people and dance across Queensland. We offer a program of world-class productions of the best classical ballets and inspired contemporary dance works. The Company engages renowned choreographers and designers from around the world and nurtures emerging local talent by presenting exciting new works in an intimate studio series. With a culture of creativity and collaboration, complemented by an active program of engagement with our communities, Queensland Ballet has become the central hub for dance in the State. Our dancers are acclaimed for the technical excellence and versatility, and our annual program offers diversity in style, audience focus and geographic reach, with up to 100 performances in Brisbane and tours to regional Queensland.

When we open our doors, we welcome home all in our community. Our three homes form the foundations of our Artistic, Academy and Community pillars. We have designed each home with people at heart.

Thomas Dixon Centre — our headquarters and home to our artists and arts workers. The facilities at Queensland Ballet's home in Thomas Dixon Centre in Brisbane's West End allow the Company to offer a full range of training and community access programs, including public dance classes.

Queensland Ballet Academy — home to our arts students and teachers. We are committed to providing a pathway for young talent through the Queensland Ballet Academy. Queensland Ballet is dedicated to the pursuit of artistic excellence, dance education and innovative presentation of classical repertoire.

Roy and Nola Thompson Production Centre — will be home to our arts makers. With bold and confident ambitions for the future, we proudly build upon the legacy of many creative and gifted artists who have been part of the Company's rich history since 1960 as we continue to create magic and enrich lives with the development of Queensland Ballet's Production Centre.

OUR VALUES AND PRINCIPLES OF COMMITMENT

With bold intentions to be unconstrained we will create magic and enrich lives by delivering across four core pillars: Artistic, Academy, Arts for All and Cultural Spaces. Influenced by five core values and our principles of commitment, all that we do and all that we will remain true to the four core pillars.

1. Brilliance: We are world class in all that we do – we inspire excellence on stage, in studio, in business and in community.

2. Creativity: We are creative in every endeavour – we nurture our artform, artists, students and arts workers by exploring possibilities and responding to opportunities with agility.

3. Passion: With Queensland in our hearts – we celebrate our diversity, our heritage and our love of the artform through heartfelt connections.

4. Wellbeing: We promote wellness across society – we pledge to make a positive impact across all dimensions of wellbeing; social, cultural, emotional, physical, environmental and intellectual.

5. Integrity: We commit to Sustainable practice – we foster a culture of ethical behaviour that is anchored in community, integrity and legacy.

GENERAL INFORMATION

Recreation Leave

20 working days per year (pro-rata)

Personal/Carer's Leave

Ten working days per year (pro-rata)

Probationary Period

Six months from commencement.

Hours of Work

Office hours are nominally 9.00 am to 5.00 pm, Monday to Friday but the appointee is regularly required to be available to work after hours and on weekends as required. This role is required to work, 10am – 6pm, and 12pm – 8pm on functions and events days, as required. Some inter and intra state travel may also be required.

Salary

Salary will be negotiated with preferred candidate. Superannuation is paid into the superannuation fund of your choice, currently at the rate of 10%.

BENEFITS

Queensland Ballet provides a supportive and collaborative team environment combined with the opportunity to play an integral role in a dynamic and progressive organisation that is paving the way for the future of Ballet in Queensland. Our employees have access to weekly dance classes and various other health and well-being initiatives.

APPLICATION PROCESS

To apply for this position please forward a covering letter, current resume and one page statement addressing the key criteria to Candice Sheldon, Head of Human Resources via

email: joinus@queenslandballet.com.au

Applications close 10am, Monday 30 May 2022. Applications received after this time will not be considered. For further information or for a confidential discussion please contact Human Resources on (07) 3013 6666. We respectfully advise that no agency applications will be considered at this time.

Queensland Ballet acknowledges the traditional custodians of the land on which we work and perform. Long before we performed on this land, it played host to the dance expression of our First Peoples. We pay our respects to their Elders – past, present and emerging – and acknowledge the valuable contribution they have made and continue to make to the cultural landscape of this country. To reflect the diversity of the communities and people with whom we engage, we seek to hire a workforce that is both representative and diverse. With a focus on inclusion, accessibility, and flexibility, we are committed to supporting you in your career with Queensland Ballet.

Queensland Ballet is committed to providing an inclusive and child safe environment that is free from Workplace Harassment, Sexual Harassment and Bullying. Our robust human resources, recruitment and vetting practices are adhered to during the application and interviewing process. Certain roles may require that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.