

PRESENTER SERVICES MANAGER

Position Title:	PRESENTER SERVICES MANAGER
Salary	\$80,000 based + Super
Terms of Contract	Full-time (38hrs/week Mon-Fri) though weekend and evening hours are required at times

Central Coast Arts Ltd (The Art House Wyong) is a not for profit performing arts organisation located on the Central Coast, NSW. It operates and manages theatres which deliver performances, events, and workshops across all genres such as music, comedy, circus, dance, and drama.

Central Coast Arts Ltd supports local and touring arts productions, creative development, and local community arts groups, as well as conferences, functions, and visual art exhibitions. Its program consists across all forms of arts from comedy, drama, contemporary music, classical hires, from touring productions and in-house productions, as well as facilitating other cultural and artistic activities in the Region.

- The Art House Wyong comprises:
- a 500 seat Proscenium Arch Theatre with automated full fly tower
  - a flexible Studio Theatre space with a 146-person seating capacity (and the ability to use the space for rehearsals, performance, functions and conferences)
  - exhibition display foyer with café and bar
  - box office
  - catering facilities (including a commercial kitchen)
  - a meeting room

POSITION OVERVIEW

The Presenter Services Manager oversees all the Venue Operations with a focus on patrons and / or clients. They are responsible for the effective and efficient management of the Front of House Operations, Café, and Venue Bookings.

The position is the primary point of contact for hirers of the venue (both community & commercial) to lead, coordinate and manage the performance, events, and meetings in an orderly, productive and effective manner. The position is responsible for ensuring the highest standards of venue presentation and customer service for all clients and patrons with the successful delivery of all performances and events.

The position requires a highly organised person with an ability to identify opportunities and contribute to the planning, management and effective implementation of continuous improvement activities relating to venue management and commercial business growth.

**ROLE RESPONSIBILITIES**

The Presenter Services Manager reports to the Executive Director and will:-

- Initiate and oversee planning, and the delivery of all events and performances at The Art House, working across Venue Hire and Front of House to effectively manage and coordinate all aspects of operation.
- Manage a Casual Front of House team (Bar/Café Attendants, Ushers, Merchandise, Box Office) to deliver exceptional customer service. Oversee all rostering according to program requirements and undertake all recruitment.
- Work with other departments including ticketing, marketing, and production to ensure all aspects of the event / performance are understood and delivered.
- Develop, implement, and maintain procedures and policies across all venue operations, front of house and bookings.
- Oversee all venue hire bookings from calendar management, contracts, to financial acquittals. Providing outstanding, efficient, and effective services with advice to achieve profitability and client satisfaction.
- Oversee Café & Bar operations to maximise profitability and exceptional customer service. Work with marketing on initiatives to generate new business and customer acquisition.
- Plan, manage and report on all financial aspects of the Venue Operations including budget development and controls, fees and charges, purchasing, client accounts, financial records, cash handling, and monthly reporting to identify cost efficiencies and develop diverse profitable income streams.
- Financial modelling and analysis of venue operations / hire to set budget and ensure forecasted targets are met.
- Work with a wide range of stakeholders from community clients to commercial promoters and be able to develop new relationships and strategic initiatives.
- Evaluate and review the progress and outcomes of all Venue Operations. Providing regular reports for the Executive Director and to The Art House Board.
- Develop, implement, and evaluate work health safety measures and processes to continuously improve safety within The Art House.
- Contribute to the planning, management and effective implementation of continuous improvement activities relating to venue management and commercial business growth.
- Other duties as required

SUPERVISION AND REPORTING	
Reporting to	Executive Director
Key internal stakeholders	All Central Coast Arts Ltd team, Board of Management, casual staff, visiting hirers and artists, visiting touring staff, service contractors, suppliers
Key external stakeholders	<ul style="list-style-type: none"> <li>• Local, State &amp; Federal Government departments</li> <li>• Local business and other community organisations</li> <li>• Arts funding bodies, hirers, promoters, artists, touring companies, members, benefactors, industry associations, service organisations</li> <li>• Patrons and the general public of the Central Coast region</li> </ul>
Qualifications and Experience	<p>Essential</p> <ul style="list-style-type: none"> <li>• A tertiary qualification in performing arts and/or arts management</li> <li>• Minimum 5 years of recognised professional experience in a performing arts venue / company or event management</li> </ul> <p>Desirable (or willing to obtain)</p> <ul style="list-style-type: none"> <li>• A current First Aid Certificate</li> <li>• RSA</li> <li>• Current Drivers' Licence</li> </ul>
Selection Criteria	<ul style="list-style-type: none"> <li>• Extensive event management experience within a professional theatre / performing arts venues or event management company</li> <li>• Be a great communicator who can articulate effectively to groups and individuals and produce clear/concise written communication.</li> <li>• Demonstrate initiative, be a self-starter and work autonomously.</li> <li>• Demonstrate leadership skills including the ability to lead and motivate staff, review performance, and set priorities.</li> </ul>

	<ul style="list-style-type: none"><li>• Exceptional skills in budgeting and financial management.</li><li>• Have effective skills in managing time, setting priorities, planning, and organising work to meet timelines.</li><li>• The ability to work to a high level of efficiency in a stressful environment.</li><li>• Be a well-developed conceptual and strategic thinker.</li><li>• A skilled ability and commitment to lead, resolve conflict and work in a highly customer focused team culture.</li><li>• Have high level computer skills in the Microsoft Office Suite and events management / venue software.</li><li>• A knowledge of WHS in the workplace and commitment to a safe and efficient working environment.</li></ul>
<b>Police Records Check</b>	The incumbent must have and maintain a current Police Records and Working with Children Check.
<b>Special conditions</b>	<p>The position may be required to work at weekends or evenings.</p> <p>Conditions of employment shall be those as prescribed from time to time in the Live Performance Award.</p>

The above position description reflects the essential functions of the position at this time, however this list is not finite and duties may change as required.

#### Position Enquiries

Enquiries in relation to this position should be directed to:

Anne-Marie Heath, Executive Director, The Art House

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