

POISITION DESCRIPTION – TICKETING AND DELEGATE LIASION ARTLANDS 2021

ABOUT REGIONAL ARTS AUSTRALIA

Regional Arts Australia (RAA) is a not for profit peak body that is the national voice for arts in regional Australia. We seek to ensure the arts in regional Australia are recognised as essential and are embedded within the Federal Governments Plan for Regional Australia. We encourage programs that support a creative ecosystem that is interconnected and integrated across art form, across communities and across landscapes.

OUR VALUES

In all that we do we will be accountable, inclusive, open, equitable, and demonstrate integrity.

ABOUT ARTLANDS

Artlands, Australia's largest regional arts gathering, has been a strategic regional art event for two decades. Its long-term focus provides a platform for comprehensive and coherent approaches to regional engagement for organizations and artists working across all disciplines.

Artlands 2021 will be delivered alongside Junction Arts Festival, in Launceston, lutruwita (Tasmania) Tasmania 1 -3 September 2021. Junction was initiated at the last Launceston Regional Arts Australia conference in 2010. Artlands 2021 marks the 10th anniversary and will celebrate the legacy, success and longevity of the Junction Arts Festival.

The Conference

Designed to showcase new thinking, present contemporary work, generate exchange and conversations, Artlands 2021 will be:

- A high-profile national event;
- Committed to First Nations engagement;
- Cross disciplinary and multi art form
- Collaborative and co-designed - Lead by practice and industry
- Presented in de centralised locations - delivered across states and territories
- Responsive and changing

Speakers and artists from local, state, national and international territories; across artforms, cultural backgrounds, opinions, perceptions and professions will be programmed to worked together, to translate what we all know now into what we must all do next.

<https://2021.artlands.com.au/>

POSITION OVERVIEW

Regional Arts Australia is a national organisation with staff in 4 different States and Territories. The Ticketing and Delegate Liaison Coordinator will be part of the Artlands 2021 team working within the guidelines of Regional Arts Australia's strategic plan goals and objectives and in compliance with the organisations OHS systems, policies, and processes to ensure all organisational and legislative compliance.

ROLE OBJECTIVES

The objective of the Ticketing and Delegate Liaison Coordinator role is to ensure all aspects of delegate services for the Artlands 2021 event are delivered according to a high professional standard. This includes managing all aspects of the ticketing system, delegate enquires, customer relations, catering and the implementation of FOH covid safety plans.

ROLE RESPONSIBILITIES

To succeed in this role you will have a strong understanding and track record in Ticketing and FOH Management. You will be experienced in managing ticketing systems and have exceptional customer service.

- Proactively maintain excellent working relationships with all Artlands stakeholders for the successful delivery of Artlands 2021.
- In consultation with the Artlands team and the Junction Arts Festival Team manage the Artlands ticketing system and communication with Delegates.
- Tickets will be purchased on the Junction Ticketing system, the Ticketing and Delegate Liaison Coordinator will manage all Artlands ticketing needs through four key elements;
 - Early Bird Registration
 - General Registration
 - Digital Ticket Registration
 - On day Registration Support and Session Schedules
- Coordinate all aspect of Delegate services, to ensure a well supported customer experience
 - Be the point of contact for Delegate ticket enquires
 - Prepare Delegate information & welcome packs
 - Coordinate Catering requirements
- Liaise with the RAA Project Coordinator and Regional Arts Fund Manager to support the coordination of the Artlands Participation Grants
- Working with the RAA Project Coordinator, review and implement the Covid safe event plan including staffing plans and crew rosters

- Coordinate the FOH processes and procedures;
 - Provide Customer Service to delegates on arrival and during the event
 - Prepare staffing plans and crew rosters
 - Provide on day delegate and event needs
- Work with the Artlands team towards the completion of all required milestones including the submission of a final production plan, covid safe plan, event schedules and any other requirements considered necessary for the safe and successful completion of Artlands 2021
- Meet all internal and external reporting requirements

CONTRACT

This is a fixed term 5-month, contract position. May to September 2021. The ideal candidate will be based in Launceston or Tasmania, however applicants from other states will be considered.

Event Dates: Wednesday 1, Thursday 2, Friday 3 September 2021 – Launceston

PROJECT FEE

The role is a fixed fee project contract for 37 days as outlined below. Fee \$10K + gst

Any hours of work required over and above the 37 days outlined below must be approved by the Executive Director in advance, and will be paid at a rate of \$35 per hour.

HOURS

The hours of work will vary in response to the demands of the Artlands 2021 event, and are not set. The scope of days is a guide;

- May – 8 days
- June – July - 12 days
- August - 8 days
- 30 August – 3 Sept --- full availability for the event week - **5 days**
- post event / registration reconciliation and report - 4 days
- Total Approx 37 days

KEY DATES

- 1 June – Early Bird tickets on sale
- 20 – 25 June - Program/Website copy
- 1 July – Early Bird Tickets close
- 2 July – Full Registration open
- 2 July – Website live with full program details
- 25 August – Artlands livestream page built & tested

- 27 or 30 August – all livestream ticket holders create a portal login
- 31 August – Test the livestream to the Artlands website while testing the venue to venue streaming
- 1 – 3 September – Event Dates Launceston

SUPERVISION AND DELEGATION

This position works directly with the RAA Project Coordinator and will liaise closely with and be guided by their directives for the Artlands 2021 event.

The position will require direct and cooperative liaison with Junction Arts festival team and will be based in Launceston, Tasmania for the initial ticket build and the conference week.

The successful candidate will understand and adhere to requirements of confidentiality when dealing with company information and protocols. The position reports to the Executive Director of Regional Arts Australia and will be required to notify the Executive Director of any logistical / financial considerations and or concerns.

KEY SELECTION CRITERIA

- Proven experience in ticketing and FOH with a minimum of 5-years' experience in a similar role
- Experience in managing ticketing systems
- Demonstrated professional approach with experience and expertise in delegate services and support
- Proven experience in the preparation and delivery of detailed FOH event schedules and staffing / crew plans.
- Excellent communication and interpersonal skills including an exceptional capability to develop and maintain relationships with a broad range of key stakeholders.
- High level accuracy and meticulous attention to detail
- Microsoft Office skills – including Microsoft Excel, Word, google docs.
- Excellent time management skills and ability to work as part of a team and independently with a professional and mature approach.

To apply for this position, send your CV and cover letter explaining why you think you would be suited for the role to;

ATT Edwina Guinness
Project Coordinator, Regional Arts Australia
events@regionalarts.com.au

Applicants must be available for an online interview on Thursday 13 May 2021.