



Venue Manager

Position Description

ABOUT THE VENUE

In late 2019, Melbourne Fringe will be opening a year-round licensed venue at Melbourne's iconic Trades Hall. The 240-capacity venue will feature a diverse program of live music, DJ nights, dance parties, performances, workshops and classes.

The venue will provide an ongoing home for Melbourne's independent arts, with a particular focus on live music as well as being an affordable venue for comedy, spoken word, screenings and cabaret. Private functions will form part of its business model in order to support the ongoing programs and projects of the organisation.

The venue will further Melbourne Fringe's vision of cultural democracy – art for anyone – through the creation of a year-round space that is inclusive, accessible and provides independent artists with a platform to take creative risks.

ABOUT MELBOURNE FRINGE

Melbourne Fringe deepens participation in the cultural life of Melbourne, sparking discovery about the arts, our city, our citizenship and ultimately about ourselves.

We celebrate cultural democracy: the idea of art for anyone. Our open access policies, our commissioned public art works and our artist development programs are the keys to us achieving our vision. We embrace risk by relinquishing control because we are owned – wholly and joyfully and completely – by our participants.

Our 18-day annual open access festival in September showcases work from the margins and creates artistic frameworks that empower the individual and privilege difference. We maximise participation for all people, regardless of experience, age, gender, race, sexuality, culture, ability or political persuasion. Freedom of expression is fundamental to our work, and our festival transcends conventional viewpoints of talent, content or priority to allow anyone to make and present work.

That's why Melbourne Fringe is the most adventurous, inclusive, all-encompassing multi-artform festival in Australia. Every year we feature more than 3000 artists from every discipline you can name, and a few others besides, performing 400+ events in over 150 metro and regional venues to an audience in excess of 300,000 people.

We provide platforms for work in every artform, across the blurry edges in between, and at the frontiers of what we might call art. The festival is a celebration of our values and our community, and it provides an opportunity to create and to play in unusual circumstances and with surprising outcomes.

Our commitment to cultural democracy uncovers talent, extends artistic practice, empowers individuals and encourages risk-taking, enabling discovery about artists and art forms, our city and its inhabitants; and ultimately about ourselves.

Melbourne Fringe respectfully acknowledges the Boon Wurrung and Wurundjeri people of the Eastern Kulin nation. We recognise that our interactive venues, performance spaces, theatre and offices are firmly enrooted into the soil of Kulin country, with that we pay our respect to the custodians of this city; the Elders, past, present and future.

VALUES

Bravery / Collaboration / Diversity / Inclusivity / Independence

THE ROLE

Position	Venue Manager
Reporting to	General Manager/Deputy CEO
Direct Reports	Bar supervisor, Live music programmer, casual bar staff, technicians, FOH
Lateral Relationships	Works closely with Creative Director/CEO, Bookkeeper, Business Operations & Systems Manager, Marketing & Development department
Stakeholder Relationships	Trades Hall staff, suppliers, venue hirers, sponsors and contractors
Position type	Full-time, initial 5-year contract
Commencement	It is preferable that the candidate is available to commence work from 26 April (negotiable)

POSITION SUMMARY

The Venue Manager is responsible for leading the programs and operations of Melbourne Fringe's year-round venue at Trades Hall. They will oversee the curation and delivery of the venue's program of events, including live music, DJ nights, comedy and cabaret performances, functions, workshops and parties. They will be the primary contact for all venue-related enquires, managing the venue's booking system and identifying areas for revenue growth to support the venue and Melbourne Fringe's ongoing operations.

Reporting to the General Manager/Deputy CEO, the Venue Manager will manage all operational aspects of the venue, including event delivery, finances, liquor licencing, administration and compliance. They will be responsible for the venue's bar, including product design, stakeholder liaison and stock management. They will lead a team of casual and contract staff to deliver an exceptional level of service to artists, stakeholders and audiences.

The Venue Manager will spend their initial days overseeing the set-up of the venue, including project planning, bar design, sourcing of equipment and implementation of systems and processes. During the annual Melbourne Fringe Festival they will play a key part in the delivery of the Fringe Hub at Trades Hall, leading the operations of the Hub's multiple bars.

This is an exciting opportunity for someone experienced in hospitality and venue management to curate and deliver a high-quality year-round program of events in one of Melbourne's most iconic spaces.

KEY DUTIES AND RESPONSIBILITIES

Venue Programs

- Curate a year-round suite of programs and events in the venue, including live performance, dance parties, functions, talks, classes and workshops
- Work closely with contract staff to deliver the venue's live music program
- In collaboration with senior Melbourne Fringe staff, support the development of ideas, artist relationships, partnerships and opportunities for the venue
- Identify strategic opportunities for revenue growth through the proactive activation of the venue, acting as the primary contact for all venue hire and programming enquiries
- Manage internal and external venue bookings with a detailed booking schedule
- Prepare and manage contracts and agreements for all venue-related activities
- Maintain the venue's brand identity, ensuring the creative integrity of the programs and ensuring the venue is a welcoming, inclusive and fun environment
- Work with Melbourne Fringe's marketing and development department to promote the venue and ensure fulfilment of sponsor contractual obligations

Venue Operations

- Oversee all operations within the venue including outside hires, events, functions and other activities
- In conjunction with the General Manager, contract and coordinate with suppliers to ensure the timely and efficient set-up and ongoing maintenance of the venue, including bar design and implementation, AV equipment, lighting and furniture
- Contribute to the planning and logistics of public spaces with the venue, including bar processes, location of services and security management
- Manage a register of all assets belonging to the venue, ensuring equipment is fully maintained and repaired when necessary
- Maintain a productive working relationship with Trades Hall staff, ensuring they are informed of any issues with the building and its maintenance
- Ensure venue security is maintained and staffed appropriately to ensure a safe environment for all patrons
- Lead the development and implementation of the venue's risk management framework
- Provide a superior level of customer service, handling customer complaints and dealing with issues that arise

Administration and Finance

- Manage the reporting and reconciliation of venue finances, monitoring income and expenses and providing regular updates and reports to senior Melbourne Fringe staff
- Set and maintain pricing structures for the venue and bar, negotiating deals with suppliers and developing entrepreneurial business models for income generation
- Liaise with the Bookkeeper and General Manager to coordinate the venue's payroll, accounts receivable and payable
- Maintain knowledge of current building codes, fire safety and regulatory requirements, including Occupational Health and Safety, Food Handling & Preparation and Liquor Licensing;
- Develop and maintain venue-related policies and procedures as necessary

Bar Management

- Provide overall direction for the venue's bar, including designing product offerings, liaising with sponsors and suppliers to ensure a high-quality service to audiences
- Sourcing, rostering and coordination of staffing requirements for the bar operations of the venue and the broader Melbourne Fringe
- Perform as duty manager where required, including supervision of bar staff and ensuring cash procedures are adhered to
- Maintain relationships with external suppliers, taking responsibility for the management and ordering of stock
- Maintain RSA register, ensuring all liquor licensing requirements are up-to-date and in line with current legislation

Festival Programs

- Responsible for the management of the bars within the Fringe Hub at Trades Hall, including stock management, cash handling, open and closing procedures and staff/volunteer management
- Assist with the organisation of hub infrastructure in the venue, including waste management, decoration, accessible toilets etc
- Coordinate bump-in and bump-out of the bars in liaison with the General Manager and Production Manager
- Liaise with Melbourne Fringe senior staff regularly as necessary and attend regular production/staff meetings and risk briefings at the Melbourne Fringe office when required
- Act as an area warden during the festival
- Contribute to post-Festival evaluation, including reporting

General

- Any other relevant duties as directed by the General Manager & Deputy CEO or Creative Director & CEO
- Engage fully in the Melbourne Fringe Festival, which by the nature of the Festival means extended hours and expanded duties during the festival period.
- Undertake a detailed self-led professional development program devised according to the Melbourne Fringe framework.
- Represent Melbourne Fringe at meetings, functions and industry events where appropriate

Key Selection Criteria

- Passion for the work of Melbourne Fringe
- Demonstrated management experience in a hospitality context – including the disciplined management of financial, physical and human resources
- Excellent interpersonal and communication skills with the ability to manage a team of high performing casual staff
- Ability to achieve results and targets
- Resilience and ability to work under pressure
- Sense of humour

Inherent Physical Requirements

The physical requirements of your position are consistent with those of a Venue Manager in a major festival. Melbourne Fringe encourages you to advise us of any access needs (pre-existing, or any that may arise) that may have impact on your work. We are committed to ensuring access requirements are met.

About Role Statements

As Melbourne Fringe evolves to meet the changing needs of the Festival environment, the roles required of all its staff will evolve. As such, staff should be aware that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the role as at the date of this statement.

Melbourne Fringe is an Equal Opportunity Employer who values diversity in the workplace. As such, we encourage applications from women, Aboriginal and/or Torres Strait Islander Australians, people with diverse cultural backgrounds and it is our policy to consider workplace adjustments for qualified applicants with disabilities. Melbourne Fringe is an LGBTIQ friendly organisation.

TO APPLY

In a one-page cover letter, please tell us why you're the perfect fit for the Venue Manager position and in a separate document please briefly address the Key Selection Criteria.

Then combine your cover letter, key selection criteria, and a brief CV into a single PDF (it's an excellent first test!) and send via email to jobs@melbournefringe.com.au with the subject line "Application: Venue Manager". Please advise us in the body of the email if you have any access requirements for the interview process.

Applications must be received by 10AM on Thursday 4 April. Interviews will be held on 11 April: please advise in your application if you are unable to make this date. The successful candidate would ideally commence on 22 April (negotiable).

For more information about this role please contact **Will Dawson** on 9660 9600 or will@melbournefringe.com.au. If you have any questions about the accessibility of Melbourne Fringe please get in touch with **Carly Findlay**, Access & Inclusion Coordinator, on 9660 9600 carly@melbournefringe.com.au.