

Ticketing Manager

Position Description



Position	Ticketing Manager
Reporting to	Communications & Engagement Manager
Direct Reports	Ticketing Coordinators, casual Box Office staff, volunteers
Position type	Fixed-term contract from 19 July – 12 November 2021 19 July – 24 September: 5 days per week 27 September – 17 October: 6 days per week 18 October – 12 November: 10 days' work total (actual days worked negotiable) Please note fixed-term contracts are paid per day worked.
Salary	\$55,000 - \$60,000 per annum, pro-rata + 9.5% superannuation
Benefits include	– Employee Assistance Program – A serious commitment to lunch.

ROLE SUMMARY

The Ticketing Manager is responsible for the overall management of the ticketing system for the 2021 Melbourne Fringe Festival, including building approximately 400+ events and liaising with Red61, the ticketing system provider. They are a key point of contact for artists and venues, providing information and advice on ticketing and reporting. The Ticketing Manager leads a core team of ticketing staff and volunteers to manage all ticket sales through Melbourne Fringe's physical box offices, phone line and website.

EQUITY STATEMENT

Melbourne Fringe conducts the majority of our work on the lands of the Wurundjeri and Boon Wurrung peoples of the Kulin Nation. We pay our respect to the Elders of these traditional lands, and to all Aboriginal and Torres Strait Islander People. We acknowledge that there is a deep and rich history of storytelling and culture that has been occurring on these unceded lands for many thousands of years.

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf & disabled, people of colour, transgender and gender-diverse, and women. We work hard to embed equity throughout our organisation, and we strive to create safe and flexible working environments for our team. We have a reputation as a caring, safe, energetic, fast paced workplace that values our people, their mental health and what they have for lunch as key priorities.

We consider reasonable adjustments for qualified applicants with disability. If you have any questions about the accessibility of Melbourne Fringe please get in touch with **Carly Findlay**, Access & Inclusion Coordinator, on (03) 9660 9600 or carly@melbournefringe.com.au.

KEY RESPONSIBILITIES

Ticketing System Administration and Management

- Liaise with the Festival ticket system provider, Red61, as the first point of contact
- In conjunction with the Business & Operations team, oversee the installation of box offices and associated systems
- Build Festival events in the ticketing system, and assist with updating of the website
- Assist the Communications and Engagement Manager with the implementation of the Digital Fringe platform
- Report regularly to internal staff on ticket sales
- As directed by the Communications and Engagement Manager, update and clean stakeholder and customer data in the Festival ticketing system/CRM
- Provide post Festival reporting and assist with ticket sales reconciliation for each event
- Work with the Publicist and Copywriter, Executive Assistant and Communications and Engagement Manager to oversee media, industry, judge and stakeholder complimentary tickets
- Assist Program Manager (Common Rooms) with ticketing enquiries and ticket builds for Fringe's Common Rooms where required

Artist and Venue Liaison

- Act as the key ticketing point of contact for performers and venues throughout the Festival
- Create guides and documentation for artists in using the Festival's ticketing system
- Support the Participant Services team with artist queries, event registration proofing and ticketing advice as required

Customer Service

- Manage email ticketing enquiries, complaints and ticket requests, ensuring they are appropriately logged and responded to
- Manage the ticketing phone line and the set up of the phone room
- Oversee Digital Fringe technical troubleshooting and moderation processes

Staff Management

- Recruit casual and contract ticketing staff
- Train staff and volunteers, including creating guides and documentation
- Manage and roster all ticketing staff

General

- Conduct work according to Fringe's guiding principles of artists first, creativity, human rights, intersectionality, playfulness, risk-taking, self-determination and universal access
- Actively contribute to a safe cultural environment for all Melbourne Fringe staff, artists, volunteers, interns and other stakeholders
- Demonstrate a commitment to continual improvement and high levels of customer service
- Engage fully in the Melbourne Fringe Festival, which by the nature of the Festival means extended hours and expanded duties during the Festival period.
- Fulfil all legal requirements related by program activities.
- Other duties as directed by the Communications and Engagement Manager

CORE COMPETENCIES

To succeed in this role, candidates will need to meet these core competencies:

- Passion for the work of Melbourne Fringe and a commitment to cultural equity
- Experience working with the administration of ticketing systems (experience using Red61 an advantage but not essential)
- Strong organisational skills along with a proven ability to manage competing priorities and timelines
- Excellent written and verbal communications including exceptional customer service skills
- Ability to supervise staff and volunteers
- Resilience and ability to work effectively under pressure
- A sense of humour

Inherent Physical Requirements

The physical requirements of your position are consistent with those of a Ticketing Manager in a major arts organisation. You agree to advise the company of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position. 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.

COVID-19 Statement

Melbourne Fringe is operating under a COVIDSafe plan to ensure the safety of its workers. The organisation is currently working remotely two days per week, with three days conducted in-person at our offices in Southbank. On remote working days staff may choose to work from the office or another location, but all meetings will be conducted via Zoom or Microsoft Teams. A stable internet connection with speeds suitable for video calls is essential if working from home.

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.

APPLICATION PROCESS

We get it – no-one likes responding to key selection criteria. So we won't make you! To apply for this role, fill out [this Expression of Interest form](#) explaining who you are, why you want to work at Melbourne Fringe and what makes you the best candidate for the role. Then attach your CV at the end and hit submit before **11:59pm on Sun 13 June**.

We will then conduct a series of short and sharp interviews with potential candidates via Zoom or in person at our offices at G2, 152 Sturt St, Southbank, VIC, 3006. Please let us know if you have any accessibility requirements for the interview.

If you have any questions about this role, please contact Caitlin McNaughton on caitlin@melbournefringe.com.au or by calling (03) 9660 9600.

ABOUT MELBOURNE FRINGE

Melbourne Fringe democratises the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne’s people, running the annual Melbourne Fringe Festival, the year-round venue Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, cohesive, optimistic and empathetic society.

Since 1982, we have committed to open access platforms at the heart of our work, celebrating freedom of artistic expression and independence. By creating a safe space for the unsafe, we encourage risk-taking by artists and audiences, and we embrace risk ourselves by relinquishing curatorial control because we are made – wholly and joyfully and completely – by our participants.

We amplify voices from the margins and remove barriers to access and inclusion, maximising diversity and enabling participation regardless of experience, age, gender, race, sexuality, culture or ability. We particularly prioritise First Nations peoples and cultures, respectfully continuing a tradition of storytelling on these lands that has been central to culture since the beginning of time.

Our commitment to civic participation sees our work explore the intersection between art and citizenship by producing bold new public artworks that enable the active participation of non-artists. Our venue is a cultural enterprise, providing a year-round home for our activities and for our community to come together. Our sector development programs ensure the arts ecology is supported as we develop artists’ skills and lead cultural conversations.

GOALS

From 2021-2025, our organisation will drive change through the following **five goals**:

- 1: **Democratise** artistic participation
- 2: **Provoke** social change
- 3: **Inspire** artistic risk-taking
- 4: **Strengthen** Melbourne’s independent arts community
- 5: **Sustain** our artists, our organisation and our planet