



Position Description

Venue Manager

WHY WORK FOR US?

- An exciting role working for Australia's leading, iconic Indigenous performing arts company and share Aboriginal & Torres Strait Islander culture with users of our venues
- Work at the newly expanded, vibrant Walsh Bay Arts Precinct
- A collaborative and innovative company culture where your contributions are highly valued
- Growth and development opportunities including: free access to LinkedIn Learning, Cultural Awareness training, within a workplace culture that fosters personal wellbeing

COMPANY PROFILE

We are Bangarra Dance Theatre. We are a company of professional Aboriginal and Torres Strait Islander performers. We are storytellers. We are fire makers.

As one of Australia's leading Indigenous performing arts companies, we share our culture with Communities and audiences across Australia and the world.

We have been making our indelible marks on the Australian and international theatre landscape for over three decades. We are at home performing on Country, on Australia's most iconic stages and running education workshops and programs to nurture the next generation of storytellers.

We are for the hundreds of First Nations Communities across Australia – and for anyone who wants to be part of our story.

Position Description

The Venue Manager is responsible for overseeing the Company's on-site venue activities across rehearsal studios and the Dangarra o Badu function space overlooking Sydney Harbour/Coodye. They will work closely with the Marketing, Development, Finance and Production teams to ensure smooth & efficient operating of the venue. They will also undertake ongoing Business Development activities to generate additional income and maximise revenue. As the venue hires and activities have continued to grow, there is capacity to add a venue support team member as necessary reporting to the Venue Manager role. The Venue Manager oversees the work of casual Front of House staff and liaises with catering contractors and cleaners. The position is full time at 38 hours, work hours will be primarily Monday to Friday with weekends as required for managing events.

Areas of Responsibility

Client Management

- Responding to all event enquiries for internal and external clients;
- Preparing quotes for venue hire and negotiating with clients;
- Host site visits with potential clients to determine suitability of the space and client needs;
- Facilitating additional client needs for catering, AV, theming and Cultural elements;

- Managing administrative tasks including contracting, invoicing, deposits, reconciliation and insurance;
- Facilitating bump-in and bump-out of events with clients in a timely manner;
- Handle and respond to client feedback, escalate issues when necessary and ensuring post-event surveys are distributed.

Operations

- Ensuring the venue is appropriately setup prior to each event;
- Managing & briefing event staff, caterers, cleaners, security and (where necessary) production team prior to an event;
- Regularly liaising with catering suppliers to address issues and increase efficiency (including payment of commissions);
- Ensuring clients and suppliers are appropriately inducted into the spaces, including fire safety, WHS, licensing;
- Ensuring venue equipment and materials are in working order and ordering additional materials as required;
- Represent Bangarra as the on-site event manager at events as required to ensure smooth running and excellent service;
- Oversee venue security measures, including locking/unlocking, managing security personnel, and ensuring fire safety and emergency protocols are up to date and implemented effectively;

Create and regularly update operational documents, training manuals, process guidelines, and venue-specific procedures;

- Provide technical and AV support for clients, ensuring smooth operation of events and maintaining the venue's technical infrastructure to meet client needs.

Business Development

- Proactively seeking opportunities to grow business across a variety of sectors including arts & entertainment, Indigenous business, event agencies, corporate meetings & events, technology, tourism & media;
- Establish, review and refine marketing assets to promote the Company's venue hire activities across digital & social media, website, & printed collateral;
- Work with the Marketing team to develop a schedule of promotional activity to promote venue hire across owned, earned and paid channels. This may include paid media, trade events and publicity;
- Foster long-term relationships with high-value and repeat clients across various sectors to enhance revenue growth and the reputation of the venue;
- Other administrative duties, as required.

Essential Selection Criteria

- Demonstrated experience in venue management, events, hospitality, tourism or customer service (2+ years).
- Experience working across a wide variety of stakeholders with excellent communication skills.
- Strong attention to detail and sound organizational skills.
- A polite and professional customer-oriented manner & working style.
- Pro-active, solutions focused, flexible and calm under pressure.
- Supports productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels.
- A commitment to Aboriginal and Torres Strait Islander cultures.

Desirable

- Understanding of liquor licensing, workplace, health and safety issues.
- Responsible Service of Alcohol certificate.
- First aid training.

Experienced applicants from Aboriginal and Torres Strait Islander backgrounds are highly encouraged to apply.

ACKNOWLEDGEMENT

Bangarra is a culturally safe organisation that acknowledges 65,000 years of First Nations history and pays its respect to Aboriginal and Torres Strait Islanders past, present and emerging. We recognise sovereignty was never ceded. Australia always was and always will be, Aboriginal and Torres Strait Islander lands.

TO APPLY:

Please email the following:

- A statement against the Essential Selection Criteria (max. 3 pages)
- A full CV including the names of three referees (referees will only be contacted after consultation with you)
- A cover letter (optional)

To: jobs@bangarra.com.au by 9am Wednesday 28 January 2025.

More information

For further information, please email John Quertermous, Marketing & Communications Director johnq@bangarra.com.au.