



FRONT OF HOUSE & TICKETING COORDINATOR – THE BLUE ROOM THEATRE

WHO WE ARE

The Blue Room Theatre is a highly regarded organisation that is fundamental to the needs of independent theatre and performing arts in Western Australia. Situated in Northbridge, The Blue Room Theatre is a bustling artistic hub for artists and audiences to meet, create, produce, engage and network. Driven by the passion, energy and commitment of our members and supporters, The Blue Room Theatre is one of Australia's leading arts organisations, offering a unique and effective model of resource management and service delivery for local independent performance makers.

Our values drive us in everything we do:

Creativity: We support the creation of risk taking and rigorous new Australian theatre

Development: We produce flourishing artists, advance our organisation and strengthen the Western Australian theatre sector

Community: We are an inclusive and accessible space of mutual respect and influence

Accountability: We are transparent and sustainable, both financially and environmentally

WHO YOU ARE

We are looking for a warm and customer service-focused Front of House & Ticketing Coordinator who is passionate about working closely with local artists and an enthusiastic membership group, as well as casual venue staff and volunteers. You will be a confident, autonomous and organised individual who is able to manage a variety of online and phone ticketing and general enquiries, and work build relationships with our growing community and audience.

Essential and Required Skills and Experience:

- Previous experience in front of house, customer service and/or ticketing roles
- Demonstrated experience with managing client and membership relationships
- Proficiency in the use of ticketing, customer relationship management and/or room booking software.
- Excellent time management skills and the ability to self-prioritise work
- Ability to work independently with minimal supervision, whilst always working as part of the team

Desirable Skills and Experience:

- Previous experience working in a not for profit and/or arts organization
- Proficiency in the use of Ferve ticketing software
- Previous experience in rostering casual staff
- Current Responsible Service of Alcohol or Approved Managers License.

Please see the full position description below.

HOW TO APPLY

We strongly encourage applicants from Aboriginal and Torres Strait Islander people, people with culturally and linguistically diverse backgrounds, people with a disability, and people who identify as LGBTQ+. We encourage our members to share these opportunities widely.

To apply, please email a written application, demonstrating how you meet the selection criteria (maximum 3 pages) and a copy of your current CV (maximum 3 pages), by the closing date.

If you have access needs and would like to submit a video application and response to the criteria, please limit your video to 6 minutes (selection criteria) and 3 minutes (CV).

- Email: info@blueroom.org.au
- Subject: Recruitment: Front of House & Ticketing Coordinator

Applications close 12pm (midday), Monday 6 December 2021.

Interviews: Interviews will take place on Monday 13th December 2021.

Start Date: Our preference is for this role to begin with a gradual handover with our current Front of House & Ticketing Coordinator, one day per week throughout January and February before taking over permanently at the start of March 2022.

Any queries about this position should be directed to the Operations Manager Mitch Thomas, on 08 9227 7005.

Job Description Front of House & Ticketing Coordinator

Position Title	Front of House & Ticketing Coordinator
Basis of Employment	0.8 FTE, (30 hours per week) Tuesday – Friday.
Location	The Blue Room Theatre, Northbridge, WA
Base Salary	\$50,000 pro rata
FTE Take-Home Salary	\$40,000 @ 0.8FTE
Reports To	Operations Manager
Direct Reports	N/A
Indirect Reports	The Blue Room Theatre Housekeeper, Bar & FOH Staff
Job Description Review	Annually

Position Summary

The Front of House & Ticketing Coordinator is responsible, under the supervision of the Operations Manager, for ensuring smooth effective provision of audience and customer booking and ticketing services, reception and all membership services.

KEY RESPONSIBILITIES AND DUTIES

Under the supervision of Operations Manager (OM):

Administration (25%)

- Undertake all general reception functions including answering incoming calls and front desk enquiries and receiving visitors and deliveries
- Maintain a bright and welcoming disposition to all visitors, callers and enquirers to The Blue Room Theatre, understanding that this position is most often the first representation of the organisation
- Update and maintain databases including membership, organisational contacts and productions
- Undertake day-to-day maintenance of office equipment
- Collection and posting of incoming and outgoing mail, couriers and deliveries.
- Maintain building sign-in and sign-out system

Membership & User Relations (25%)

- Maintain membership database including issuing and following up membership renewals and accepting and processing membership applications
- Ensure positive relationships with members, including ensuring the ongoing success of member community-building initiatives such as Member's Night
- Taking and coordinating room bookings by members and other hirers for rehearsal spaces
- Offering assistance and providing general information as required to Blue Room Theatre members regarding the organisation's resources and services

Front of House & Ticketing (30%)

- Be the ticketing system guru and expert at TBRT
- Set up all shows for ticket sales in the ticketing system, including any automated communications to ticket holders and maintain a good working knowledge of the facilities provided by the ticketing system
- Liaise with The Blue Room Theatre show producers regarding ticketing services and set up user codes for their access to the system
- Maintain RSVPs for events and liaise with the staff leading the events regarding the guest list and other requirements
- Under delegation from the OM roster casual venue staff and coordinate the volunteer program
- Undertake appropriate record keeping and data entry for theatre ticket transactions and reconciliation

Financial (10%)

- Maintain membership accounts for administrative service and prepare monthly statements for the OM and bookkeeper, including room hire reconciliations and photocopying accounts
- Support the OM to create and deliver quotes for resources, including room bookings
- Receiving electronic and cash payments for memberships, membership services and ticketing
- Other financial tasks as requested by the OM

General Responsibilities (10%)

- Collaborate with all other TBRT coordinators on the planning and delivery of events, including launches, donor functions, member's Christmas party etc
- Ensuring tidiness of office and foyer areas
- Maintaining key register ensuring all keys loaned by The Blue Room Theatre are signed in and out and returned by due date
- Issuing parking permits and keeping a register of all permits in use
- Any other duties directed by the OM

Key External Relationships

- Members
- Audiences
- Producers

SPECIAL CONDITIONS

Due to the nature of this role, this position may require additional hours and work outside of normal office hours in peak periods. Additional respite days can be negotiated with the Executive Director as per the *Employment Policy*.

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.