



Burrinja

Dandenong Ranges Community Cultural Centre Inc.

Position Description

Job Title:	EXPERIENCE MANAGER
Status:	Full Time
Salary Level:	\$74,000 plus superannuation
Contact:	12 month fixed term. Potential to become permanent depending on business performance.
Reports To:	Chief Operating Officer
Supervises:	Theatre Technical Coordinators – 2 part time FOH Staff – casuals approx. 10 Customer Experience Volunteers - 16
Internal Liaison:	Burrinja Staff, Board, Café contractor
External Liaison:	Yarra Ranges Council staff; All hirers of the Centre, Artists, Partnership organisations and Stakeholders, Suppliers, Council Sub-contractors and Industry networks when warranted, visitors.
Position created:	New Position Feb 2021

Standard office hours are between 9am-5.30pm, Monday to Friday but, given the nature of the role, out of hours work, including attendance at evening and weekend events, is required from time to time.

BURRINJA

Burrinja is at the heart of the creative community of the Dandenong Ranges.

Burrinja is a not-for-profit organisation that thrives thanks to the support of Yarra Ranges Council, artists, visitors and our community. We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400 seat theatre and 130 studio theatre combines professional performers, community and school productions with a range of commercial and other hire events, while three exhibition spaces, artist's studios and cultural development events ensures a vibrant visual and community arts program.

Annually, Burrinja supports around 300 activities both inside the facility and out in the community, reaching around 80,000 people annually.

Burrinja is: Obsessed with art. Focussed on community. Steered in partnership. Interested in tomorrow. Aware of history. Seeking Impact. Continuously learning. Driven by ethics.

We look for staff who can instil these values.

The Person we are looking for

Reporting to the Chief Operating Officer, you will be responsible for the delivery of a comprehensive event and visitor experience to ensure exceptional experiences of art and the facility. By being visitor focussed you will contribute to us increasing visitation, maximising revenue generating opportunities and enabling Burrinja to provide a culturally safe space. The role will oversee the effective and efficient management of all venues and facilities at Burrinja, including a box office service; venue hire; day to day operations of the centre; managing event staff and our visitor experience volunteer team.

As this position provides the leading role in upholding a culture of delivering a positive experience for all users of Burrinja we need someone who looks for ways to make things happen, enjoys solving problems, is a time management fiend who can juggle lots of things in a day and really enjoys taking that extra step to exceed expectations. You get a buzz from being the practical person that makes things happen. You have the patience to support a volunteer learn the ropes, the diplomacy skills to solve problems amicably and the ability to see the small details that take an experience to the next level.

We don't expect you know everything but you will need to learn systems quickly to be able to work autonomously. We're a small team that delivers so much and we have ambitions to do more so we need someone who is up for the challenge of being a key player in helping us bring the best experiences to our communities.

What we will do for you

Burrinja prides itself on having a kind and supportive work culture. The length of time our staff and volunteers have worked for the organisation is a testament to this. We show mutual respect to our colleagues, artists and community.

We let you work autonomously. We trust you to care enough about our community that you will do your job to the best of your ability. But that doesn't mean we leave you alone... your line manager will regularly check in with you to see how things are going. We are all one team and we are here to support you to support the work we do.

We have a small budget for professional development each year and we will try to support your professional development aspirations as much as we can.

As this role is customer facing it is hard for it to be done remotely but we strive to be as flexible as we can to support you to meet the demands of your life.

With a new Creative Director in post we are about to embark on a new strategic plan and vision so it is an exciting time to join the organisation as there will be significant scope to grow and develop with the organisation over the coming year.

The big thing we can offer you is a community. There is a great affection for Burrinja in our local area and it is such a joy to work somewhere where each day someone shows you that affection and appreciates the contribution you make.

WHAT YOU WILL ACTUALLY DO: (KEY RESPONSIBILITIES & DUTIES)

In consultation with the Chief Operating Officer, key accountable areas include but are not limited to:

OPERATIONS

Box Office

- Provide an efficient and customer-friendly ticketing and information service by phone, in person, mail and through e-commerce to the general public, hirers, artists and staff for all events.
- Day to day management of ticketing and merchandising system including show builds, accruals, reconciliations and disbursements across sales, merchandise, eftpos and cash.
- Develop and implement strategies to maximise the use and earnings of the ticketing services.

Event Delivery

- Being the key contact for all venue hirings, following up on inquiries in a timely manner, issuing contracts, invoices and acquittals.
- Take responsibility for the successful delivery of all aspects of events taking place in the venue by coordinating and overseeing such areas as room set ups, catering, staff rostering and event briefings.
- Be responsible for the effective and efficient coordination of all facets of Burrinja's reception and public areas to ensure that visitors receive the highest standard of service at all times.
- Support the Creative Director/CEO in the delivery of a broad range of arts and culture at Burrinja.

Human Resources

- With support from the Chief Operating Officer undertake the recruitment, induction, training and rostering of technicians and Front of House event staff.
- Undertake the recruitment, induction, training and rostering of volunteers across all Burrinja programs including box office and galleries.
- Identify opportunities for attracting, recruiting and supporting volunteers
- Ensure completion of volunteer registration procedures, screening checks and individual agreements. Ensure volunteer register is maintained to meet insurance requirements and provide statistics about volunteer contributions.
- Coordinate and undertake the administration of Burrinja's work experience and intern program

Risk Management

- Comply with all relevant legislation and operate and make decisions within the framework of Burrinja policies, procedures, guidelines and delegations ensuring Occupational Health & Safety, Workplace behaviours and all aspects of the Burrinja Human Resources Policy and Privacy Policy are adhered to.
- Take action to rectify any failure or suspected failure to comply with regulations or policies without delay.
- Take a leading role in the delivery of Burrinja's COVID Safe plan

RELATIONSHIP MANAGEMENT

- Set and reinforce Burrinja's standards for outstanding customer service in collaboration with the FOH, curatorial, marketing, community development and volunteer teams.
- Develop strong positive relationships with all clients, customers and patrons to ensure high level of satisfaction is maintained.
- Maximise utilisation of the centre by a diverse range of users across community/ school/ commercial and touring groups, and by patrons and users of all abilities.
- Support the broader Burrinja team in the delivery of a broad range of arts and culture at Burrinja.
- Proven ability to oversee and empower a small Front of House and volunteer team to ensure that positive relationships are maintained.
- Report regularly to your Line Manager

MANAGEMENT SKILLS

- Demonstrated skills in independently managing time, setting priorities, and planning and organising work and meeting timelines and ability to work to a high level of efficiency in a busy environment.
- Ability to set and achieve goals and outcomes based on key responsibilities and duties.
- Ability to show initiative and exercise sound decision making across all areas of the position.

INTERPERSONAL SKILLS

- A well-developed ability and commitment to lead, develop options, resolve conflict and problems and work in a highly customer focused team culture.
- Proven ability to communicate sensitively and effectively with people from a wide range of organisations and cultural backgrounds.
- Proven ability to deal with all members of the community including stakeholders, hirers, business leaders and other people of seniority.
- Proven ability to persuade, convince or negotiate with peers, clients, members of the public and others in the pursuit and achievement of Burrinja objectives.

DESIRABLE EXPERIENCE

Tertiary qualification in Arts, Arts Management, Event or Production Management or a related discipline

Working knowledge of or ability to easily learn numerous software programs: Artifax, ENTA, When to Work, Kounta and XERO.

PREREQUISITES

- A current driver's license.

CONDITIONS OF EMPLOYMENT

- Applicants may be required to undergo a Police Check prior to commencement in the position
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2013, with the signed Conditions of Employment Agreement, and with the National Employment Standards.
- Capacity to work out of normal hours or on weekends occasionally if required.

HOW TO APPLY

We would love to hear from you so please send your CV (no longer than three pages) and a 500 word response the Key Responsibilities and Duties highlighting the experience and skills you will bring to the position.

Email your application to: Toni Kirk, Chief Operating Officer tonik@burrinja.org.au

Applications close: 9am Wednesday 10th March 2021

Interviews: Monday 22nd March 2021