

POSITION DESCRIPTION

BUSINESS & VENUE HIRE COORDINATOR (TERM CONTRACT)

POSITION DETAILS

Date of Position Description	June 2025
Position Title	Business & Venue Hire Coordinator (Term Contract)
Position Grade	8
Directorate Business Unit	Community Services Riverside Theatres
Reports to	Venue & Presenter Services Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements Job Location: PHIVE, Parramatta Square (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Business and Venue Hire Coordinator is responsible for overseeing the administration of venue bookings with a focus on commercial and community venue hire and co-presentations for Riverside Live at PHIVE, a 200-seat temporary venue situated in PHIVE's Discovery space.

The venue will operate as Riverside's interim home during the development of its permanent precinct.

The Riverside Theatres Interim venue bookings and programming team, curates and delivers high quality programs, events and outstanding artistic experiences that foster belonging, economic growth and visitor engagement, as well as maximising venue hire utilisation through strategic partnerships and third party hire to ensure long term sustainability.

The role is responsible for developing and managing commercial and community venue booking opportunities maintaining client relationships and systems and is a key contact for all departments of Riverside with regard to venue use and contracting.

KEY RESPONSIBILITIES

Role Specific

- Develop and successfully contract a program of partners and hirers for the Venue to meet annual utilisation and revenue targets for Riverside and the City of Parramatta.
- Coordinate projects and identify new revenue streams using robust, proactive and contemporary project management methodology, controls, risk management and reporting to ensure projects meet the approved budget, scope and agreed expectations.
- Maintain excellent client relationships by providing accurate information and appropriate communications.
- Prepare accurate venue hire quotes and negotiate commercially significant contracts under the direction of the Venue Services Manager. Ensure the successful delivery of contracts in

accordance with Council's policies and procedures, including procurement, insurance and public liability requirements.

- Oversee the management of the venue booking system for all venue users as the central point of confirmation, contract and communication.
- Oversee the management of event documentation including hire agreements; cost estimates; box office and marketing briefings; payment processes and invoicing; event briefings for technical, staging, logistical and servicing to maintain excellence in service delivery.
- Contribute to achieving program outcomes and objectives by working collaboratively with the wider programming team to ensure venue is optimally utilized and program has appropriate balance of commercial, artistic and community activation.
- Prepare program related information and reports for applications, submissions and acquittals including statistics and program evaluations for financial and audience reporting purposes.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Tertiary qualifications (minimum Cert IV) or significant demonstrated experience in venue, theatre or live event operations, including leadership roles.

Experience

- 5+ years' experience delivering programs or events, or comparative programming activities in the arts, cultural or related fields, with a proven track record of achieving strategic objectives.
- 5+ years' experience in working with diverse, multidisciplinary teams and delivering services to a high standard to meet financial and other business performance criteria.
- Experience negotiating, managing and executing contracts and/or agreements, and delivery of partners contractual obligations.

- Experience in managing projects with multiple stakeholders in complex organisations, handling several projects simultaneously and being able to prioritise key outcomes and deliverables.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge

Skills

- Comprehensive understanding of the curation and delivery of programs, events, exhibition including the provision of sound and lighting, staging, site management, risk management and risk mitigation, public safety, security and crowd management.
- Advanced performing arts programming expertise and experience and understanding of the creative industries environment.
- Comprehensive risk management and risk planning skills and ability to apply knowledge in the context of programming.
- Ability to foster and develop key relationships, coordinate multiple stakeholders and projects simultaneously, articulate vision and set appropriate goals to deliver results. Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Advanced problem solving and decision-making ability and agility in a multi-task environment, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.