



POSITION DESCRIPTION

Position	Events Account Coordinator
Department	Production and Presenter Services
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024</u> and its successors
Award classification	Administration Grade 3.2
Remuneration	\$79,450 pa, plus 12% superannuation
Terms of engagement	12 month fixed term in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	October 2025
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist workshops and teacher resources. *Creative Engine*, the Centre's industry development hub, allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

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Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Senior Manager, Presenter Services
Supervises	The role does not include direct supervisory responsibilities however works collaboratively with other roles in within the Centre to deliver shared goals and improvement projects.
Internal Relationships	CEO & Creative Director, Directors, People Leaders, Managers, Centre staff, Manager, Presenter Services, Event Operations Departments (Box Office, Technical Operations and Front of House)
External Relationships	Venue Hirers, Artists, Producers, Contractors and Consultants, Community Stakeholders, co-working space members

POSITION OVERVIEW

The Events Account Coordinator is part of a team responsible for supporting the planning, coordination, and delivery of high-quality services and experiences for presenters, hirers, and tenants at Geelong Arts Centre. This position acts as a key contact for customers who utilise the Centre as their event destination from confirmed booking through to settlement and event closure.

Working alongside the Presenter Services team, the Events Account Coordinator acts as a liaison between hirers, internal departments and external stakeholders. The role oversees event planning and delivery across multiple venues, coordinating logistics, client communications, and

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post event follow up. Additionally, it supports the seamless, safe, and effective use of spaces for performances by liaising with internal service providers, preparing documentation, and maintaining accurate event data within relevant systems.

The position resolves day to day event coordination matters and escalates significant operational risks or challenges to Events Account Managers or the Senior Manager, Presenter Services.

PRIMARY RESPONSIBILITIES

People and teams

- Contribute to the continuous improvement and overall success of the Production and Presenter Services department, its services, and functions.
- Maintain cooperative and effective working relationships across the Centre.
- Be an active member of the Presenter Services team including attendance at team meetings and training.

Event Account Coordination and Event Delivery

- Coordinate the planning and delivery of a discrete portfolio of events, functions, and shows across multiple venues, ensuring smooth execution and a positive experience for clients, patrons, and stakeholders.
- Serve as the primary liaison for assigned events, managing client needs from confirmed booking through to event delivery and post-event follow-up. Lead and facilitate pre-event planning meetings (internal and external), including run sheets, schedules, and logistics coordination.
- Provide outstanding customer relationship management, including maintaining proactive working relationships with stakeholders and service providers to balance competing needs and achieve strategic and operational objectives.
- Actively contribute to departmental and organisational projects, initiatives, and strategic direction. Contribute to the development and implement of procedures and standards aimed at continuous improvement maintaining an effective operational interface between Geelong Arts Centre departments, hirers, and business partners.
- Prepare cost estimates for review by the Senior Manager, and assist in budget tracking for assigned events, ensuring alignment with client expectations and Centre policies.
- Prepare invoicing, procurement, and settlement for allocated event portfolio, working under the direction of Senior Manager, Presenter Services.
- Work closely with the Senior Manager, Presenter Services to strengthen strategic partnerships and drive business growth by fostering collaborative relationships with Presenters. Explore opportunities for growth, innovation, co-creation and partnership.

Presenter Services Administration

- Contribute to the end-to-end hirer experience including follow up of initial enquiries, providing accurate information to hirers, collation of hire contracts, recording event details in databases, maintaining complete hard copy and electronic filing, collating post event reports and other event-related administrative duties as directed.



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- Ensure up to date and accurate venue diary management, collation of hire contracts, maintain documents and information in accordance with record keeping protocols required by Centre policies and procedures.
- Coordinate and administer support for the management of creative spaces across the Centre and manage the creative industries co-working space.
- Brief hirers regarding their contractual responsibilities including OHS, Child Safety and use of volunteers, as required.
- Maintain timely and accurate collation of venue occupancy and other statistical data.
- Oversee data entry for Presenter Services in the event management software and ensure that all departments at the Centre have the required information to execute our events successfully.
- Implement evaluation and feedback mechanisms for presenters, hirers, tenants and lessees to inform continuous improvement.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have experience in a similar role, a passion for the arts and thrive in a high-energy, innovative environment. You will bring to the role:

- A relevant professional qualification in event management or other relevant discipline, or an equivalent combination of relevant education and experience in theatre and/or event management.
- Demonstrated capacity and initiative in the planning and facilitation of events with an ability to manage multiple events simultaneously.



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- Demonstrated experience in developing, influencing, and maintaining professional relationships with internal and external stakeholders in a multi-venue, multi-hirer performing arts environment.
- Ability to work within in a high-pressure environment and demonstrated ability to successfully manage competing stakeholder needs in an outcome focused environment.
- Experience working with event management software, rostering software, Microsoft 365 and finance systems.
- Outstanding attention to detail and project management skills for managing multiple events simultaneously, meeting strict deadlines and forward planning while maintaining an overview of the integration of event projects with interconnected activity.

Desirable qualifications and experience

- Knowledge and awareness of the Arts environment, current trends, issues, and the economic climate.

Special requirements

- Flexibility in working hours to support daytime, evening, and some weekend work will be required as part of the normal hours of duty for this position.
- The following checks, licences and certifications are required for this role:
 - Working with Children's Check (employee)
The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Communicating with influence	Engages and energises others through confident and persuasive communication; tailors communication style and message according to audience needs.
Continuous improvement:	Proactively improves the efficiency, effectiveness and quality of materials, processes and systems; fosters and encourages an environment in which creativity, innovation and diversity of thought are valued and rewarded.
Consulting and advice	Interprets needs and offers pragmatic and valued advice; ensures solutions are leading practice and sustainable; supports the achievement of outcomes for stakeholders.

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Collaboration

Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.