

POSITION DESCRIPTION

Venue Associate

Position Title:	Venue Associate
Award / Level:	Live Performance Award (LPA MA000081) – Level 6
Department:	Operations and Business Development
Employment Type:	Permanent Part Time (30 hours per week)
Reports To:	Head of Operations and Business Development
Direct Reports:	N/A
PD Review Date:	December 2026

Position Purpose

PP&VA is a small, passionate and dedicated organisation that exists to serve our community through art, music and culture. While each role has its own focus, we achieve our purpose by working together. Employees are encouraged to look for opportunities to support colleagues and collaborate across teams, so that as a whole organisation we can offer the best possible experience to our artists, audiences and customers.

The Venue Associate is the operational engine of PP&VA's venue hire program at The Joan Sutherland Performing Arts Centre. Reporting to the Head of Operations and Business Development, the role owns the day-to-day administration and logistics of individual hire events from first enquiry through to post-event reconciliation.

The role is the primary point of contact for hirers throughout the booking and event delivery process: responding to initial enquiries, scoping events, preparing quotes, supporting the management of the hire calendar, and completing all post-event administration.

Key Responsibilities and Outcomes

Note: This role includes any other reasonable duties within the scope of the role, aligned with these responsibility areas and PP&VA's operational needs. The position holder is required to comply with all PP&VA policies, procedures and legal obligations, including WHS, Code of Conduct, Child Safety, records and information management, and other governance requirements relevant to PP&VA operations.

1. Venue Hire Administration and Client Coordination

Major Tasks

- Serve as the primary point of contact for venue hire enquiries, managing the full booking lifecycle from initial response through to event confirmation.
- Respond to all hire enquiries promptly and professionally, scoping events with prospective hirers and preparing accurate quotes using PP&VA's event management system.
- Upon acceptance of quotes and signing of hire contracts, update all relevant systems and communicate booking confirmations to the Presenter Services Manager and all relevant internal teams including Marketing and Ticketing.
- Maintain the hire calendar with accuracy, flagging any scheduling conflicts or resourcing issues to the Presenter Services Manager in a timely manner.
- Liaise with hirers throughout the lead-up period to each event, addressing logistical queries and ensuring all event requirements are confirmed and communicated.

- Lead the end-to-end coordination of self-contained hire events, including set-up, catering coordination and pack-down.
- Complete all post-event administration, including reporting, coordinating reconciliation and invoicing, updating quotes to reflect actual event costs, and submitting completed reconciliations to the Presenter Services Manager for approval.

Performance Measures

- *Hire enquiries are responded to within agreed timeframes, with a professional and helpful approach reflected in hirer feedback.*
- *Booking confirmations and system updates are completed accurately and within one business day of hire contract execution.*
- *Post-event reconciliations and invoices are completed accurately and submitted for approval within agreed timeframes.*
- *The hire calendar is current and accurate at all times.*

2. Event-Day Coordination and Venue Supervision

Major Tasks

- Act as the on-site venue supervisor for hire events as rostered, serving as the point of contact for hirers and their guests throughout the event.
- Coordinate event set-up and pack-down, ensuring rooms and spaces are prepared to the agreed specification for each hire.
- Manage event delivery against agreed timelines, escalating any issues that cannot be resolved on the day to the Presenter Services Manager.
- Report incidents in accordance with PP&VA's WHS and incident management policies.
- Act as Chief Warden for hire events when nominated to do so.

Performance Measures

- *Events are set up and delivered in accordance with the agreed hire specification.*
- *Hirers and their guests receive a consistent, high-quality experience on the day.*
- *Incidents are reported accurately and within required timeframes.*
- *Front of House casuals are briefed and ready prior to each event.*

3. Serving Our Community, Audiences and Colleagues

Major Tasks

- Provide effective, respectful service to hirers, audiences, patrons and the wider community.
- Model a culture of collaboration and high standards in all interactions with colleagues and external stakeholders.
- Present a positive, professional image of PP&VA and The Joan in all interactions, internal and external.

Performance Measures

- *A calm, professional approach is demonstrated consistently across all stakeholder interactions.*
- *Customer needs are identified, confirmed and actioned.*
- *Personal presentation and conduct adhere to PP&VA's organisational standards.*

Qualifications, Experience and Skills	
Essential	• Demonstrated experience in events coordination, venue hire administration or a comparable role in performing arts, hospitality or events. • Demonstrated experience managing event bookings end-to-end, including quoting, contracting, event delivery and post-event reconciliation. • Ability to work under pressure and deal calmly with a wide range of people with tact, discretion and care. • Ability to set up events including lifting tables and chairs. • Demonstrated precision, ability to multitask, maintain confidentiality and work with a high degree of accuracy. • Responsible Service of Alcohol (RSA) certificate, or willingness to acquire. • Current Working With Children Check. • Current First Aid Certificate, or willingness to acquire. • Availability to work a regular roster including weekends and evenings.
Desirable	• Current driver's licence. • Experience with event management, CRM or venue scheduling systems. • Food Safety Certificate. • Tertiary qualifications in events management, hospitality or a related field. • General ICT competency and facility in Microsoft Office programs.

Values and Behaviours	
Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:	
Belong Here	☐ I show up as myself and make space for others to do the same. ☐ I recognise that Western Sydney is who we are, not just where we are. ☐ I am honest about what I don't know and curious about what I don't understand. ☐ I treat everyone who walks through our doors as someone who belongs here.
Choose the Harder Thing	☐ I do what is right, not what is easy. ☐ I stand up for the work, the artists, and the community, even when it is uncomfortable. ☐ I raise difficult issues rather than avoiding them. ☐ I hold myself and others to a high standard.
Own It	☐ I take responsibility for my work and my decisions, whatever the outcome. ☐ I follow through on what I say I will do. ☐ I do not wait to be told when something needs doing. ☐ I operate within my delegations and escalate when I am unsure.
Raise the Standard	☐ I pursue quality in everything I do. ☐ I am creative and look for better ways of working. ☐ I give and receive feedback constructively. ☐ I represent PP&VA with professionalism and pride.
Build to Last	☐ I think beyond my own role and consider the long-term health of the organisation. ☐ I support sustainability and the wellbeing of future communities. ☐ I contribute to a culture where others can do their best work. ☐ I uphold social justice principles in all that I do.

