

Position Description

FRINGE WORLD Hub Producer

About *FRINGE WORLD*

The FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by ARTRAGE, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual Festival, ARTRAGE produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including an outdoor cinema that runs throughout the summer and a regional touring program.

The Program team is central to the successful delivery of the Festival and will bring program coordination experience, strong delivery skills, forward thinking and focus to assist FRINGE WORLD in continuing to build a strong and sustainable enterprise which provides enduring benefits for artists, audiences and a diverse family of stakeholders through its core operations including the FRINGE WORLD Festival, Rooftop Movies as well as future events and programmes.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of ARTRAGE [here](#).

FRINGE WORLD Festival will run from 18th January – 17th February 2019.

About the Role

Working within a team, the FRINGE WORLD Hub Producers will act as a primary point of contact between the Festival and the Participants.

The FRINGE WORLD Hub Venues are the Pleasure Garden, Yagan Square, Ice Cream Factory and FRINGE Central at the Perth Cultural Centre.

The Hub Producers team will manage all communications and support for the FRINGE WORLD Hub Venue program, including registration and ticketing assistance, contracting and visa administration, venue and technical feedback, marketing and sales opportunities and onsite experience.

The Hub Producers also work closely with a range of site delivery teams to ensure that all artists and audiences are provided with high level service and experience.

Representing the program of artists and venues within the broader context of the Festival, the Hub Producers will oversee Hub venue activity, monitor sales and attendance, and provide assistance to artists to ensure they have access to strategies and tools offered by the Festival to help them meet targets.

The Hub Producer ensures high quality service delivery to internal and external customers in the application of these responsibilities.

FRINGE WORLD is recruiting for three Hub Producer positions.

The start date for the position is in the week commencing 3rd September 2018.

Application process

Applications are welcome from Australian and international residents.

In your application, please provide:

- A cover letter (max 2 pages) that addresses the Skills and Experience required for the role;
- Confirmation that you have read and can accept the contract start and end date as listed; and
- A current resume with contact details of two professional referees.

Application closing date: Midnight WST Monday 13th August 2018

Applications received after the closing date will not be accepted. Applications can only be sent via email as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

Email your application to jobs@artrage.com.au with “FRINGE WORLD Hub Producer” in the Subject heading before the application closing date. Any questions or queries regarding the application process or position can be directed to the FRINGE WORLD Program Manager, Ruth Morris at jobs@artrage.com.au

By submitting an application for this position, you acknowledge and accept our Privacy Policy, which is available to view on our website.

Selection Process

Shortlisted applicants will be asked to take part in an interview with the FRINGE WORLD Program Manager in Perth on the 16th & 17th August. Interviews will be conducted in person. Telephone/Skype interviews will only be scheduled if the applicant is not currently in Perth.

The proposed start date for the position is in the week commencing 3rd September 2018.

Contract Details

Salary:	Salary package information available upon request
Contract Period:	3 rd September 2018 – 29 th March 2019
Working Hours:	Full-time (38 hours per week). Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.
Working Location:	The role is based at the ARTRAGE office in Northbridge and other Festival locations in and around Perth as required.

FRINGE WORLD Hub Producer

Position Title	FRINGE WORLD Hub Producer
Reports to	FRINGE WORLD Festival Director and FRINGE WORLD Program Manager
Direct Reports	Nil
Works alongside	Site Managers, Front of House Managers, Technical Coordinator, Production Manager, Operations Manager and other Festival positions.

Key Accountabilities

Program Services & Delivery

- Research, develop and deliver the program of events to required levels, including but not limited to ticketed performance events, Free events and roving performances, functions and other events.
- Provide support and implement strategies to assist presenters of ticketed and free events to meet attendance and box office targets.
- Provide administrative and ticketing support to assist program stakeholders in using the Festival's registration and ticketing services.
- With the Program Manager, implement the Festival's artist & venue servicing strategies and manage the delivery of these services across the program area.
- Deliver consistently high and tailored levels of servicing to presenters and venues.
- Act as the primary liaison and point of contact between all Event Presenters and the Festival.
- Work with on-site delivery teams including Site Managers, Technical Supervisors and festival delivery contractors to manage the entry and operations of all program elements to the site.
- Assist other members of the Programming and Box Office teams in the delivery of the FRINGE WORLD Awards program.
- Coordinate the delivery and receipt of offers, contracts, VISA applications and box office settlements.
- Working with the Technical team, coordinate the development of show technical profiles for events within the program area.

Hub Operations & Delivery

- Manage and monitor site facilities, staff and activations, including but not limited to Venue Management, Food & Beverage Services, and other contractor services to ensure a quality, high service experience for all stakeholders.
- Provide direction, guidance, support and feedback to ensure a high level of service to all on-site stakeholders, including
 - Site Management and Operations
 - Technical and Production Services
 - Marketing and Signage Services
 - Box Office and Front of House Services
- Develop and maintain positive relationships with artists, venues, contractors, stakeholders and other staff.
- Manage internal and external communication flow with regards to the relevant Hub Venue including regular consultation with other staff, reporting and progress updates as required.
- Scope and cost production elements, artist, staffing, promotion and venue costs aligned with Hub Venue budgets.
- Design, implement and manage continuous improvement across site and program operations.

Reporting and Administration

- Maintain high levels of communication and reportage internally and externally as required.
- Assist the Program Manager and Business Systems Manager in the reconciliation of payments and settlements.
- With support from the Marketing and Box Office teams, ensure sales targets within the Hub Venue are tracked and met.
- Prepare, track and report on expenditure budgets as allocated.

Team and Development

- Participate in internal and external feedback systems across planning, operations and debrief.
- Foster the development of positive and communicative working relationships.
- Ensure staff and customers are safe at all times and that OH&S requirements are being met.
- Embrace the FRINGE WORLD Values in all areas of work.

Other Duties

- Undertake any other duties assigned by the FRINGE WORLD Executive Team, which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role.

Skills & Experience

An experienced producer or project manager with a solid track record in delivering a range of creative content with a high level of administration, communication and innovation in an arts context on a national or global scale.

Essential

- Strong interpersonal, verbal and written communication skills.
- Strong project management skills with the ability to achieve goals and organisational targets.
- Strong customer and stakeholder service skills.
- Strong administration and IT skills
- Demonstrated ability to accurately manage a range of deliverables within a short time frame.
- Demonstrated ability to work in fast paced environment, efficiently plan and prioritise workload.
- Proven initiative and high levels of self-motivation, including the ability to work unsupervised.
- Ability to work effectively in a team.
- Ability to think outside the box and develop creative solutions to problems.

Desirable

- Experience with registration, ticketing, CRM or other database systems.
- Experience with project management system
- Experience with contract development and management in an arts context.
- Experience with international visa requirements and processes.