

RISING :

FESTIVAL COORDINATOR

POSITION DESCRIPTION, NOVEMBER 2024

ROLE :	FESTIVAL COORDINATOR
TEAM :	BUSINESS SERVICES
TERM :	FULL-TIME, FIXED TERM UNTIL 31 JULY 2026
REPORTING TO :	HEAD OF BUSINESS SERVICES

RISING

RISING a festival new art, music and performance in the heart of Naarm (Melbourne, Australia). a major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators.

RISING's purpose is to reflect Melbourne's identity and amplify its art and artists.

RISING will return in June 2025. [View the 2024 RISING program.](#)

THE ROLE

The Festival Coordinator brings together the administration and coordination across the organisation, leading the build and maintenance of the robust administrative systems needed to realise our ambitious program. This is a role suited to a proactive and experienced arts administrator, who prides themselves on their exceptional standards, integrity and discretion.

Reporting to the Head of Business Services, you'll help to build robust processes for the organisation and play a key role in ensuring our operational model has dynamic, flexible and efficient administrative systems. You will work collaboratively with team members across all departments to drive a unified, streamlined and user-focussed approach to the management of festival-related data. In particular, you will work in close co-operation with senior managers and guide our administrative team members in day-to-day operations, facilitating optimal administration processes through training and mentoring.

Your ability to process information and your friendly but firm demeanour will enable our increasingly complex workflow to be managed across multiple departments in a streamlined way. You see it as your mission to minimise onerous procedure and maximise seamless information sharing.

You are able to deal with a high-volume workload while maintaining an eagle eye for detail. You thrive in a dynamic and demanding work environment; you move fast and with passion and commitment. No one holds you to a higher standard than yourself – you believe in personal accountability and understand delegations of authority.

Your experience in arts administration has taught you to be meticulous, but flexible and adaptable. You'll be able to see problems before they arise and have a firm grip on unpacking complex situations. You're in your flow state when you're coming up with the ideas to solve problems and implementing solutions. Online project management tools and database systems are second nature to you. Best practice is your starting point, not your benchmark; you like to reflect on how things could be done differently for a better outcome next time.

DAY-TO-DAY, YOU WILL :

FESTIVAL AND EVENT COORDINATION

- Coordinate and oversee the end-to-end artist, company and supplier administration and engagement with the festival, including contracting processes, induction, payment tracking, offboarding, and related tasks, as appropriate for your role:
 - Provide support with the artist contracting process to Producers and Curators as required, including management of contract templates and review process in collaboration with the Head of Business Services and Head of Creative Program.
 - Complete the applications with music (APRA, PPCA, OneMusic) and film licensing bodies to ensure compliance and reporting standards are met, and delegate related tasks as appropriate
 - Coordinate tax application processes for international companies in collaboration with our external advisors
 - Facilitate the Artist Survey process
 - Assist the Festival Producer and senior Creative team with processes related to commissioned works where appropriate
- Coordinate accurate gathering and recording of event data to meet reporting requirements of the organisation
- Further develop streamlined administrative processes for the festival, assisting to identify areas of need
- Support the broader festival administration team throughout the festival period and assist Heads of Department with appropriate assignment of workload to each team member
- Through peak periods, supervise support staff with their delivery of duties relevant to your scope of work
- Monitor deadlines and key dates for the festival, coordinate organisational timeline, and communicate key information to teams as

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applicable (including marketing and external stakeholder deadlines)

ORGANISATIONAL COORDINATION

- Lead the implementation, ongoing maintenance and use of the festival's event scheduling database and project management platform, Airtable, and ongoing accurate and timely data entry within that database and associated processes for core functions including but not limited to:
 - Project management and status reporting
 - Project documentation and records management
 - Festival program event schedules, and Project/Artist information, including daily run sheets, portals and organisational reporting requirements
 - Festival operations activities including site accreditations and Event Operations Centre issue registers and reporting
- Ensure the efficient operation of the organisation-wide administrative processes and further refine streamlined administrative processes as required
- Collaborate with the Heads of Department, Leadership Team and other Administrators to develop, document and communicate effective organisational processes
- Support cross-departmental stakeholders as appropriate with planning, implementation and ongoing maintenance of festival systems to support accurate data entry, records management, reporting and data-driven decision making
- In collaboration with the Finance and administration teams, coordinate and oversee festival-related invoice processing via the festival's accounts payable platform
- Provide training and support to incoming administrators on systems, processes and procedures relevant to their role and within your scope of expertise

GENERAL

- Act as a champion for RISING processes and procedures and provide guidance and support to shorter-term administrative staff
- Ensure that all work carried out is undertaken in a safe and professional manner. At all times complying with the OH&S regulations and guidelines and festival procedures.
- Schedule relevant program and departmental meetings and create constructive agendas and minutes
- Build and maintain solid, effective, and mutually beneficial working relationships with internal and external stakeholders, including peers, staff, contractors and suppliers.
- Perform related duties as assigned, within your scope of practice and as directed from time to time

SKILLS YOU'LL NEED :

- Arts industry experience—A good knowledge and understanding of the local arts ecology and the festival in a national and international context. Bonus points for experience in event administration tasks such as issuing contracts, invoicing and obtaining licenses
- Qualifications—Relevant qualifications and/or previous experience in festival administration roles
- Customer service focus and communication skills—a demonstrated commitment to delivering high level service to internal and external stakeholders. A mindset of continuous improvement and a service-oriented approach
- Process development—Demonstrated experience in developing, documenting and implementing systems, policies and procedures
- Computer Literacy—Experience in developing and managing databases such as Airtable or equivalent software and extensions including Docupilot and MiniExtensions, and intermediate use of Microsoft Excel, Word, and Docusign
- People skills—Proven ability to develop effective collaborative working relationships at all levels
- Problem solving—Adept at identifying and analysing issues, then finding innovative and cost-effective solutions
- Time management and planning—Demonstrated capacity to manage multiple and competing tasks, effectively planning and meet deadlines, scheduling skills

WORK SCHEDULE & FLEXIBLE WORK ARRANGEMENTS

RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place. The RISING office is situated at Level 2, 377 Lonsdale Street, Melbourne 3000.

As part of our flexible working arrangements, there is an expectation that staff will be available for office-based and on-site work as required by their role. RISING's usual business hours are between 9am and 5pm from Monday to Friday. However, you may be required to work outside these hours in order to meet the demands of the annual festival operational cycle and the responsibilities of your position.

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ACCESS

RISING is a festival aspiring to be a cultural leader in inclusion and accessibility. We want our organisation and program to be a true reflection of our city representing people with a variety of skillsets and life experiences, cultures and backgrounds. We encourage applications from First Nations people, those who are from culturally and linguistically diverse backgrounds, people who are LGBTQIA+, people who have a disability and/or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email jobs@rising.melbourne.