



Position Description

Venue Manager

WHY WORK FOR US?

- An exciting role working for Australia's leading and iconic Indigenous performing arts company, managing and promoting venue hires at the company's expanded spaces at the vibrant Walsh Bay Arts Precinct
- Share Aboriginal & Torres Strait Islander culture with users of our venues
- A collaborative and innovative company culture where your contributions are highly valued
- Growth and development opportunities including: free access to LinkedIn Learning, Cultural Awareness training, within a workplace culture that fosters personal wellbeing

ACKNOWLEDGEMENT

Bangarra is a culturally safe organisation that acknowledges 65,000 years of First Nations history and pays its respect to Aboriginal and Torres Strait Islanders past, present and emerging. We recognise sovereignty was never ceded. Australia always was and always will be, Aboriginal and Torres Strait Islander lands.

COMPANY PROFILE

We are Bangarra Dance Theatre. We are a company of professional Aboriginal and Torres Strait Islander performers. We are storytellers. We are fire makers.

As one of Australia's leading Indigenous performing arts companies, we share our culture with Communities and audiences across Australia and the world.

We have been making our indelible marks on the Australian and international theatre landscape for over three decades. We are at home performing on Country, on Australia's most iconic stages and running education workshops and programs to nurture the next generation of storytellers.

We are for the hundreds of First Nations Communities across Australia – and for anyone who wants to be part of our story.

Position Description

Bangarra's Venue Manager is responsible for managing and promoting the Company's on-site venue hires across rehearsal studios and the Dangarra o Badu function space overlooking Sydney Harbour/ Coodye. They report to the Marketing and Communications Director and work closely with the Marketing, Development, Finance and Production teams to ensure smooth and efficient hiring and operating of Bangarra's venues spaces. The Venue Manager oversees the work of casual Front of House staff and liaises with catering companies and AV contractors, as well as cleaners and security. They also undertake ongoing Business Development activities to generate additional income and maximise revenue to meet venue hire targets.

The position is full-time and on site, 5 days a week, 38 hours a week, with occasional WFH days by prior agreement with the Marketing and Communications Director. Work hours are primarily Monday to Friday with some weekends as required for managing events, although casual staff is generally rostered to cover evening and weekend events.

Subject to venue hire growth and seasonal variations, there is capacity to add a venue support team member a few hours a week reporting to the Venue Manager role.

Areas of Responsibility

Client Management

- Responding to all event enquiries for internal and external clients within 24 - 48 hours;
- Preparing quotes for venue hire and negotiating with clients;
- Managing administrative tasks including contracting, invoicing, deposits, reconciliation, insurance and ensuring hires in Function Tracker are up-to-date and the platform is used correctly.
- Host site visits with potential clients to determine suitability of the space and client needs;
- Facilitating additional client needs for catering, AV, theming and Cultural elements;
- Facilitating bump-in and bump-out of events with clients in a timely manner;
- Handle and respond to client feedback, escalate issues to the Marketing and Communications Director when necessary.
- Ensuring post-event surveys are distributed to clients and responses collated and shared with the Marketing and Communications Director.

Operations

- Ensuring the venue is appropriately set up prior to each event;
- Managing & briefing event staff, caterers, cleaners, security and (where necessary) production team prior to an event;
- Regularly liaising with catering suppliers to address issues and increase efficiency (including payment of commissions);
- Ensuring clients and suppliers are appropriately inducted into the spaces, including fire safety, WHS, licensing;
- Ensuring venue equipment and materials are in working order and ordering additional materials as required;
- Represent Bangarra as the on-site event manager at events as required to ensure smooth running and excellent service;

Oversee venue security measures, including locking/unlocking, managing security personnel, and ensuring fire safety and emergency protocols are up to date and implemented effectively;

- Create and regularly update operational documents, training manuals, process guidelines and venue specific procedures;
- Provide in-house technical and AV support for clients, ensuring smooth operation of events and maintaining the venue's technical infrastructure to meet client needs.

Business Development

- Working with the Marketing and Communications Director to ensure that annual venue hire targets are met;
- Proactively seeking opportunities to grow business across a variety of sectors including arts & entertainment, Indigenous business, event agencies, corporate meetings & events, technology, tourism & media;
- Establish, review and refine marketing assets to promote the Company's venue hire activities across digital & social media, website, & printed collateral;
- Work with the Marketing team to develop a schedule of promotional activity to promote venue hire across owned, earned and paid channels. This may include paid media, trade events and publicity;
- Foster long-term relationships with high-value and repeat clients across various sectors to enhance revenue growth and the reputation of the venue;
- Other administrative duties, as required.

Essential Selection Criteria

- Demonstrated experience in venue management, events, hospitality, or customer service (3+ years).
- A self-starter, with the ability to work autonomously as well as part of a team with people at all levels.
- Experience of working in fast-paced environments and able to manage multiple priorities simultaneously.
- Experience working across a wide variety of stakeholders with excellent in-person and written communication skills.
- Strong attention to detail and sound organizational skills.
- A polite and professional customer-oriented manner and working style.
- Pro-active, solutions focused, flexible and calm under pressure.
- A commitment to Aboriginal and Torres Strait Islander cultures.

Desirable

- Understanding of liquor licensing, workplace, health and safety issues.
- Responsible Service of Alcohol certificate.
- First aid training.

Experienced applicants from Aboriginal and Torres Strait Islander backgrounds are highly encouraged to apply.

TO APPLY:

Please email the following:

- A statement against the Essential Selection Criteria (max. 3 pages)
- A full CV including the names of three referees you have worked to directly (referees will only be contacted after consultation with you)
- A cover letter (optional)

To: jobs@bangarra.com.au by 9am Monday 4 August 2025.

More information

For further information, please email Undine Marshfield, Marketing & Communications
Director undine@bangarra.com.au