



POSITION DESCRIPTION

Position:	Ticketing and Sales Manager
Reports To:	Marketing and Brand Director
Direct Reports:	Ticketing Coordinator
Location:	Brisbane Powerhouse, Yagara Country, New Farm Q 4005

We acknowledge the Jagera/Turrbal peoples, the First Nation Traditional Owners of the land on which we gather. We pay respects to all Elders, past and present and acknowledge the young leaders who are working beside our Elders in our cultural industries.

BRISBANE POWERHOUSE

About Us

A magnificent power station of the 1920s reborn as an arts centre on the Brisbane River (Maiwar), Brisbane Powerhouse is a destination for contemporary culture and art.

With over 1,750 performances and events each year, we offer a program of music, theatre, comedy, dance, film, visual arts, in-conversation, and the digital arts.

Brisbane Powerhouse features two main stage theatres, three smaller performance venues, gallery spaces, two restaurants and bars (**Bar Alto** and **Mary Mae's Bar + Kitchen**), **Powerhouse Store**, corporate facilities and one of the best river views in Brisbane. Brisbane Powerhouse produces significant festivals and events, including **Brisbane Comedy Festival**, **OHM Festival of Other Music**, **Night Feast** and the newly announced **Melt Open**.

Brisbane Powerhouse is a Brisbane City Council-owned venue.

POSITION SUMMARY

The Ticketing and Sales Manager will optimise sales and revenue by analysing ticketing data and collaborating with the Marketing and Brand department to develop and refine marketing campaigns. This role is pivotal in ensuring the smooth operation of the ticketing function while driving innovative strategies to enhance overall performance.



KEY ACCOUNTABILITIES

- Analyse ticketing data to optimise sales and revenue.
- Collaborate with the Marketing and Brand department to develop and refine marketing campaigns.
- Manage the ticketing function to ensure high performance and smooth operations.
- Maintain excellent internal communications across relevant teams.
- Manage the relationship with the ticketing provider to ensure high service levels.
- Ensure the ticketing team is fully informed of all ticketing events.
- Provide training to new staff on ticketing processes.
- Collaborate on forecasting processes for data-driven decision-making.
- Develop projects to enhance customer experience and improve efficiency.
- Advise on strategies and new initiatives to develop income streams.

KEY CAPABILITIES

Knowledge, Experience and Skills

- 5+ years of experience leading a ticketing function in an arts or leisure environment.
- Expertise in optimising and managing complex and high-volume ticketing systems.
- High-level service provision to colleagues and external clients.
- Ability to develop effective communication processes for front-of-house services.
- Experience in pricing strategies, revenue maximisation, and sales target delivery.
- Strong background in customer experience related to ticketing functions.
- Excellent organisational skills and ability to manage multiple priorities.
- Capability to meet deadlines in a high-pressure environment.
- Ability to cultivate relationships with external stakeholders.
- Knowledge of current trends and best practices in ticketing operations.

POLICIES AND WORKPLACE PRACTICES

Brisbane Powerhouse employees must abide by the organisation's policies and procedures. It is expected that employees will:

- Uphold Brisbane Powerhouse's Values
- Be respectful towards the organisation, colleagues, clients and general public
- Act collaboratively with all colleagues
- Act safely and responsibly at all times