



<b>ROLE TITLE</b>	Ticketing & Development Coordinator
<b>REPORTS TO</b>	Development & Partnerships Manager

**ORGANISATION OVERVIEW**

Adelaide Film Festival (AFF) is one of South Australia's great treasures. Internationally acclaimed, AFF is a home for courageous storytellers and is embraced by industry and audiences. Established in 2003, the festival is agile and responsive to a rapidly changing and dynamic screen landscape.

AFF celebrates and explores Australian and international screen culture with a unique program of screenings, forums and special events in the 12 day flagship festival each October, complemented by an array of programs outside of festival time including AFF Youth, Curate Your Own Festival (regional program), AFF Film Club and collaborative presentations with adjacent festivals and organisations.

**MISSION STATEMENT**

- To present a festival which celebrates and explores contemporary Australian and international screen culture with a unique program of screenings and special events, which aim to increase audience knowledge and participation
- To increase and stimulate innovative and new screen production through the provision of equity finance for work premiering at the Festival.
- To raise the profile of arts and screen culture in South Australia for audiences and practitioners.

**VISION STATEMENT**

**Vision 1:** To deliver a distinctive festival, unique in the landscape of Australian film festivals, which integrates with the existing calendar of successful South Australian cultural festivals.

**Vision 2:** To attract complementary arts and cultural events and partnerships to raise the profile of the State and festival and extend opportunities for the local industry.

**Vision 3:** To use the Fund to capitalise on local and national creative strengths in order to:

- boost production in the State
- increase business and employment opportunities in the State
- enhance the State's national and international reputation as a centre of independent filmmaking.

**Vision 4:** To create, market and present a challenging and distinctive screening program, accompanied by a substantial forum program, which profiles and explores key program themes and approaches to screen practice.

**Vision 5:** The festival will be relevant to both the general public and the industry, attracting a broad audience demographic and introducing this audience to innovative areas of screen practice.

**Vision 6:** To reflect trends in the film and screen-based industries.

**Vision 7:** To present a film festival and associated events which consistently meet audience and financial targets.

**ROLE PURPOSE**

- To support the Development & Partnerships Manager to manage AFF's strategic partnerships and philanthropic initiatives and coordinate key stakeholder ticketing



## KEY RESPONSIBILITIES

The principal responsibility of this role is assisting the Development team to deliver sponsorship benefits and service donors, as well as coordinating all stakeholder ticketing.

The role will report to the Development & Partnerships Manager to provide crucial support for donor and partner servicing. The Ticketing & Development Coordinator will take ownership of executing, tracking and reporting on all contracted partner deliverables. In addition they will provide support on partner and donor events where required.

In collaboration with the Development & Partnerships team, this role will be involved in the following areas:

### Partnership deliverables:

Assist AFF's development team with delivery of partner deliverables:

- Contract administration - orderly recording and filing of sponsor contracts, enter individual partner deliverables into tracking document
- Work with the team to coordinate, track and execute sponsorship deliverables/terms (logo approvals, ticketing benefits, communications, acknowledgments, slides, program inclusions, signage, advertising inclusions, social media mentions etc) across print, digital and in-cinema
- In collaboration with the Development & Partnerships Manager, coordinate partner and philanthropy materials for pre-roll
- Coordinate promotional projects with AFF partners where required

### Events:

Support AFF's Development Team to deliver impactful AFF events for stakeholders, including sponsors, donors and ticket-buyers. Activities include:

- For AFF events:
  - Arrange timely design and delivery (post or email) of invitations to festival events
  - Create, manage and update invitation lists and contacts using the Eventival database
  - Manage RSVPs and attendance lists and record event attendance and details for reporting
  - Supporting the Development and Partnerships Manager in overseeing coordination of contra beverage stock; ordering, allocations, freight and tracking; for all Festival events throughout the year
  - Support the wider AFF team to support the delivery of AFF events (including red carpets, Gala events, and other special events) to maintain strategic relationships with current and potential AFF partners and stakeholders
- For partner events:
  - Contribute to partner hosting at AFF events including Opening Night, sponsor events, Awards Nights, thank you events, and others as required

### Stakeholder Ticketing:

- Coordinate stakeholder ticketing (event invitations, RSVPs and ticketing for key stakeholders, including partners, corporate sponsors, donors, filmmakers, special guests and Platinum Pass holders) via AFF's ticketing system and database
- Coordinate and issue AFFIF Producer ticketing per AFF's filmmaker ticketing policy

### Administrative:

- Assist with funding, stakeholder and partner relationships and administration including maintaining stakeholders' tracking spreadsheets
- With guidance and support from the team and in consultation with other departments, maintain detailed and up-to-date biographies and photos of patrons, key partner contacts and prospects and ensure all financial, biographical and contact information is kept up to date in the Eventival database
- Track website, news and social media placements for partners
- Collect and record evidence that key sponsor deliverables have been met
- Work with the Development & Partnerships Manager to prepare and send partnership reports

### Other:

- Work collaboratively with the broader team, in particular programming, box office, and marketing staff



- Deal with stakeholders in a polite, friendly and informed manner and set an example for other team members dealing with customers
- Opportunity to support the Development & Partnerships Manager in grant applications, pending experience of the candidate

Other duties as reasonably required

## **CAPABILITIES REQUIRED**

### **Technical**

- Knowledge of festivals and event operations
- Knowledge of film and screen
- High level written and oral communication skills
- Knowledge of CRMs and customer data management
- Knowledge of ticketing systems, such as Ferve
- Advanced computing skills; including MS Office 365 and relational database concepts

### **Personal**

- Passionate about the delivery of high quality, successful, impactful events
- Demonstrated experience with high level customer service
- Demonstrates judgment to make sound decisions based on business needs, acting to ensure results meet organisational expectations and measures
- Ability to apply discretion and understanding of the need to protect stakeholder privacy
- Organised and confident, with excellent interpersonal skills and able to deal with people at all levels of seniority
- Capacity to work independently and take responsibility for key responsibilities
- High standard of attention to detail and follow-through
- A commitment to teamwork and collaboration and respect for others
- Excellent time management and problem-solving skills, enjoys a challenge
- Highly motivated, punctual, reliable and efficient
- Ability to think strategically, conceptually and creatively and analyse and resolve technical problems
- Ability to calmly problem solve, prioritise workloads and meet competing deadlines

### **Experience**

- Experience in or strong interest in corporate sponsorships and business development or philanthropy, preferably within the arts or entertainment sectors
- Event experience, either in hospitality or in other fundraising roles
- Demonstrated customer relations experience, delivery of a high-quality service to stakeholders, with an awareness of the commercial impact of decisions
- Experience working in busy environments with competing deadlines
- Prior experience working in a festival environment
- Experience working with volunteers

### **Qualifications:**

- Essential: A tertiary qualification, preferably in the arts or a related field

## **WORKING CONDITIONS AND CONSIDERATIONS**

- The principal office is located at the Adelaide Studios however a 'pop up' production office may be established in the CBD for the duration of the festival
- Out of hours work will be required, determined by event requirements
- Flexibility in respect of working hours, especially during the Festival period and in the lead up to it
- It is a requirement that all staff comply with AFFs policies and procedures (provided upon induction)