



POSITION DESCRIPTION

Title	Deputy BREC Experience Manager
Position	Permanent full-time
Hours	152 hours per 4 week cycle; roster driven by the requirements of the business. Frequent evening and weekend work required.
Reports to	BREC Experience Manager
Direct Reports	Ticketing Coordinator, Volunteer Coordinator, Event and FOH casuals
Start Date	Immediate or as negotiated
Review Date	12 weeks probation, then annually
Classification	Live Performance Award 2020, Level 8
Pay range	\$70,000 to \$75,000, plus 11.5% superannuation
About BREC	<p>BREC is the much loved and multi-award-winning performing arts centre and conference venue serving Bunbury and Australia's South West since 1990. BREC brings people together to share exceptional experiences.</p> <p>BREC is committed to being an inclusive workplace. We welcome applications from people with diverse backgrounds including First Nations peoples, those from culturally and linguistically diverse backgrounds, those identifying as LGBTIQ+, and people living with disabilities.</p>
BREC Values	Evolve or die! Champion Respect. Be like a Circus.
About You	<p>As the Deputy BREC Experience Manager, you are a dynamic leader with a passion for people and event management. Your experience in food and beverage operations, event planning or venue management makes you the ideal candidate for this hands-on role. You thrive in fast-paced environments, possess exceptional organizational skills, and are dedicated to delivering outstanding customer service.</p> <p>In this pivotal position, you will support the BREC Experience Manager in ensuring seamless delivery of a diverse range of events and operational requirements. Your responsibilities include overseeing event and front of house logistics, managing event delivery and mentoring team members to ensure high performance and accountability.</p> <p>Your leadership will guide the Ticketing Coordinator, Volunteer Coordinator, and casual staff, fostering an environment where teamwork and excellence flourish.</p>

With a keen ability to anticipate and meet customer needs, you will play a critical role in creating memorable experiences that keep patrons returning to BREC.

If you are a proactive problem-solver with a 'can do' attitude and a genuine love for event management, this role offers you the opportunity to make a lasting impact in a vibrant and inclusive environment.

Team Objectives With a special focus on BREC Event clients, artists, audiences and our BREC Volunteers, the BREC Experience team provide operational and event services that deliver exceptional experiences with BREC for all.

The team drive acquisition and successful delivery of a wide range of business and private events [BREC Events]; recruitment, support and management of our BREC Volunteers; ticketing and other FOH services; plus food and beverage, cleaning and other operational services. Building and maintaining strong relationships with external commercial, local and community stakeholders, the team provide excellent and responsive customer service. By ensuring efficient and cost-effective delivery of year round activity in our venues, the team contribute to the long term sustainability of BREC.

Hours of Work Monday – Sunday; Flexible hours as rostered. Frequent evening and weekend work is required. Regular BREC office hours are 0830-1700hrs Monday to Friday. Pre-approval must be obtained for overtime to be additionally compensated. Overtime may be awarded as time off in lieu (TOIL).

Period of Notice As defined by the LPA Award 2020

Extent of Authority: The Deputy BREC Experience Manager reports to the BREC Experience Manager. The BREC Experience Manager will delegate all levels of authority, and the incumbent will have authority to act within established practices with reference to directed procedures, other documented methods and given instructions.

Other Benefits 4 weeks annual leave, and 10 days personal leave plus other legislated entitlements and 2 BREC Wellness Days will apply. The opportunity to experience live performance and attend shows at BREC.

Other requirements *Applicants must hold full work rights in Australia.* On appointment, the successful applicant must supply current National Police Certificate, Working with Children Check, RSA and Approved Manager Certificates and a Food Safety Supervisor Certificate for Hospitality. These must be maintained throughout employment at BREC.

To Apply: Please **email your CV and a cover letter** outlining your experience, why you are interested in the role, and why you are the best person for the job, to **careers@bunburyentertainment.com**
Please include contact details for two professional referees.

Deadline: 10am AWST Wednesday 30 October 2024.

Contact: Address queries to the BREC Experience Manager via email **careers@bunburyentertainment.com** or call Suzanne on 08 9792 3135

Key Position Responsibilities:

- With the BREC Experience Manager & Volunteer Coordinator, oversee the delivery of exceptional customer service across all BREC Events and Front of House for live performances, ensuring a seamless and engaging experience for clients, hirers, artists, audiences and volunteers
- Lead and mentor direct reports and casual team members, fostering a culture of high performance and accountability. Set clear performance expectations and provide regular evaluations
- Working closely with the BREC Experience Manager and Volunteer Coordinator, manage rostering for box office and BREC Events, and ensure adequate coverage for live performances
- Cover Box Office up to 7.5 hrs per week, relieving the Ticketing Coordinator or covering additional shifts
- In partnership with the BREC Experience Manager, ensure efficient and effective Event delivery; managing all logistics and execution of BREC Events
- Serve as Duty Manager for BREC Events, and as FOH Manager for occasional performance shifts, ensuring smooth operations and addressing any issues that arise
- Partner with the BREC Administrator to maintain accurate event management records using Priava, ensuring data integrity and timely reporting
- Collaborate with other teams to ensure accurate invoicing and reconciliation for BREC Events and operational expenses
- Cultivate and maintain strong relationships with suppliers and vendors to guarantee timely delivery of services and products, adhering to budgetary constraints
- Oversee the operation of BREC's Point of Sale system, ensuring full functionality and updating current stock information
- Oversee inventory control processes to ensure adequate supply for events and operations including setting and maintaining par levels; ordering; monthly stocktaking; shopping and collecting external orders
- Establish and/or maintain clear operational procedures for BREC Events, including opening/closing checklists and event preparation and set up protocols, to ensure consistent and efficient workflows
- Clean, stock and ready bars for service for both BREC Events and live performances; and ensure operational readiness of other service areas (including foyers, bathrooms, green rooms and function rooms), maintaining high standards of health and safety
- Ensure ongoing and routine maintenance and cleanliness of all operational areas, including food & beverage spaces, ensuring compliance with safety and hygiene standards and insurance requirements. Manage commercial kitchen inductions
- Support the BREC Experience Manager, including acting as the BREC Experience Manager to cover leave periods.

General Responsibilities

- Act as a brand ambassador for BREC at events and meetings as required, promoting the organization's values and offerings while building relationships with stakeholders and the community
- Follow all policies & procedures and maintain a safe, secure and legal work environment
- Develop & maintain positive, effective relationships with BREC staff, volunteers, suppliers and other stakeholders through appropriate communications and a positive attitude

- Ensure personal presentation, punctuality and reliability which reflect BREC's corporate and community image
- Maintain current RSA and Approved Manager Certificates
- Maintain confidentiality of sensitive information resulting from involvement with other staff and users of BREC
- Undertaking other duties that may reasonably be required from time to time.

Essential Selection Criteria

1. Proven track record in delivering exceptional service in live events and/or hospitality.
2. Proven ability to mentor, manage and motivate a diverse team and to manage conflicts professionally.
3. Demonstrated experience managing logistics for live events and front-of-house operations.
4. Strong verbal and written skills for building relationships with stakeholders and team members.
5. Demonstrated organizational skills including experience in rostering, inventory management and operational procedures.
6. Familiarity with Point of Sale systems, event management software, Microsoft Office, SharePoint
7. Understanding of health and safety regulations and licensing requirements.
8. Ability to identify and resolve issues proactively.
9. Current Driver's License

Desirable Selection Criteria

1. Familiarity with, or interest in, the arts and entertainment sector.
2. Experience in financial oversight for events.
3. Ability to manage conflicts professionally.
4. Sensitivity to diverse cultural backgrounds.
5. Current First Aid Certification.