



Abbotsford  
Convent.

## Venues Administration Support (Temporary Full-Time position)

### 1. BACKGROUND

The Abbotsford Convent is Australia's largest multi-arts precinct and a much loved cultural and community hub of Melbourne. The Convent precinct comprises 11 historic buildings, a gallery, four cafes, a radio station, a school, and 6.8 hectares of expansive gardens and open spaces. A thriving and dynamic community, the Convent is home to 120 tenants including visual artists, writers, designers, performers and wellbeing practitioners, and welcomes around one million visitors each year.

The Abbotsford Convent Foundation (ACF) is the not-for-profit organisation that owns and operates the precinct on behalf of the public, and manages the day-to-day operations, sustainability and future vision of this unique arts, culture and learning precinct. While we are honoured to receive local and state support for activities to enliven our incredible precinct, when it comes to managing and maintaining the expansive Convent precinct, we rely on our social enterprise model and the support of the community to ensure the precinct remains open, activated and accessible to everyone, 365 days of the year.

### CONTEXT

This role will be responsible for supporting the day-to-day operations, including administrative duties, customer service, and key responsibilities.

### ORGANISATIONAL RESPONSIBILITIES

#### Reporting:

The position reports to the Venues Manager

#### Internal Relationships:

The role is required to liaise with all internal ACF departments including Building & Facilities, Development, Finance, Governance and Administration, HR, Marketing, Programming and Tenancy.

#### External Relationships:

The role is required to liaise with current and prospective venue hire clients, Convent tenant businesses and external suppliers.

### 2. KEY RESPONSIBILITIES

#### Administration, Bookings and Enquiries

- Administer the booking lifecycle for day-to-day events across the Convent's venues, ensuring excellent customer service.
- Ensure all Venue Hire queries are checked and responded to daily.
- Ensure operational requirements of bookings are included in the Venue Management System.
- Administer contracts, conditions of hire and payments.
- Maintain the data integrity of the Venue Management System
- Ensure daily signage is prepared.
- Assist with post-event survey data collection and analysis.
- Conduct site visits for prospective and repeat hirers, as required.
- Other general administrative duties, including handling phone enquiries, inbox and calendar export
- Other tasks as reasonably assigned by the Venues Manager.

### 3. KEY COMPETENCIES

#### Interpersonal Skills

- Well-developed organisational and time management skills whilst working to deadlines.

- High degree of accuracy with a strong eye for detail.
- A proactive and helpful approach to assisting venue users and clients.
- Ability to work independently whilst liaising effectively and collaborating as part of a team.
- Ability to multi-task and juggle competing demands and deadlines.

### **Specialist Skills**

- Proficient use of Microsoft word, Excel and Outlook software programs.
- Knowledge of the Ungerboeck/Momentus booking management system or similar product.
- Understanding of an arts, cultural and/or events environment.

### **Communication Skills**

- Strong verbal and written communication skills.
- Ability to liaise confidently with a wide range of stakeholders including LGBTQIA+, CALD, First Nations, Accessibility, artists, NFPs and community groups as well as commercial hirers, professional event managers and festival producers.

## **4. QUALIFICATIONS AND EXPERIENCE**

- 1 to 2 years' experience in a similar role.
- Formal certificate/diploma in event or arts management or similar.
- Experience with booking management systems (Momentus/Ungerboeck).
- Working with Children check or willingness to obtain.

## **5. KEY SELECTION CRITERIA**

1. Demonstrate your administrative experience in events and/or venue operations.
2. Describe your experience with using a venue system to manage events, bookings, operations and/or logistics.

## **6. CONDITIONS**

- This role has a salary package of circa \$60,000 per annum plus superannuation.
- 3-month contract, with possibility to extend into the new year.
- Temporary Full-Time and part-time options can be explored.
- The Amusement, Events and Recreation Award (MA000080) is applicable.

**Note:** As the ACF evolves to meet the changing needs of our community and projects, the competencies required of this role may vary from this role statement.

## **7. APPLICATION PROCESS**

Abbotsford Convent is committed to equity and inclusion and welcomes applications from Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people of all abilities, and people from LGBTQIA+ communities.

Applications are due by 9am Wednesday, 24 September 2025.

Please refer the information below to submit your application.

- A current CV and contact details of 2 referees.
- A written application (limit to 1 page or max 2 pages) addressing the Key Selection Criteria.

Please submit your application at [venuehire@abbotsfordconvent.com.au](mailto:venuehire@abbotsfordconvent.com.au)

Select candidates will be interviewed in the first week of October 2025.