

TITLE Ticketing & Philanthropy Coordinator

Reports to	CEO
Direct reports	Volunteers
Position	Full-Time
Location	Claremont, WA

ROLE PURPOSE

The Ticketing & Philanthropy Coordinator is responsible for overseeing all aspects of ticket sales and distribution for the organisation’s events. This role ensures efficient and effective ticketing operations, maximising sales and providing exceptional customer service to patrons.

In addition, this role is responsible for the planning, coordination and facilitation of philanthropic initiatives and events to support the ongoing growth of fundraising income to support the activities for Perth Symphony Orchestra (PSO).

This position reports to the CEO and provides support in all matters related to the delivery and enhancement of the Perth Symphony’s fundraising programs. Responsibilities include management of VIP ticket requirements, management of the database, stewardship of donors, input into philanthropy strategy, delivery of donor events and execution of campaigns including Annual Giving and Women on the Podium.

KEY FUNCTIONS AND ACCOUNTABILITIES

<p>Ticketing Systems and Management</p>	<ul style="list-style-type: none"> • Oversee the implementation and maintenance of ticketing software including event-specific ticketing builds. • Liaise with event organisers and internal team to understand ticketing needs and requirements. • Prepare and manage the ticketing budgets for PSO events in collaboration with Marketing Manager. • Provide exceptional customer service to patrons, addressing inquiries and complaints promptly and professionally. • Manage ticket allocations, holds and releases for events. • Monitor and report ticket sales revenue and financial performance. • Provide Front-of-House ticket scanning and support during events.
<p>Donor Relations & Gift Processing</p>	<ul style="list-style-type: none"> • Providing first point of contact for donors and corporate sponsors. • Drafting and sending external donor correspondence including acknowledgment letters and receipts in line with the Philanthropy Matrix. • Compile letters and PSO collateral in response to donor inquiries. • Ensure that gifts are processed in line with organisational guidelines and regularly reconciled with the finance team. • Liaise regularly with program staff to gather relevant statistics and collect examples of PSO’s work and programs to inform donor correspondence.

<p>Database Management</p>	<ul style="list-style-type: none"> • Maintain stakeholder database to ensure data integrity. • Monitor the security of the database to ensure that access levels are minimised only to those authorised within the organisation. • Ensure that records are accurate and up to date. • Prepare regular reports to CEO including fundraising actual v target, number of donors, VIP attendance lists.
<p>Donor Stewardship & Prospect Research</p>	<ul style="list-style-type: none"> • Work closely with CEO and Creative Director in stewardship of donors and strategic cultivation to ensure growth in philanthropy income. • Development of the philanthropy matrix with CEO. • Research and identify prospective foundations, major donors; follow fundraising-related news, research, trends, and best practices. • Manage and maintain files on major donor and event opportunities, including donor briefs, call sheets, strategy memos, and other relevant correspondence.
<p>Special Events</p>	<ul style="list-style-type: none"> • Coordination of donor engagements before/after PSO concerts. • Coordination of Women on the Podium and other fundraising events in consultation with CEO and WOTP Program Coordinator. • Solicit in-kind donations. • Liaise with the Artistic and Production team regarding any Front of House activations.
<p>Volunteer Management</p>	<ul style="list-style-type: none"> • Maintain accurate volunteer records including contact information, schedules, and hours contributed. • Schedule and assign volunteers to appropriate roles and activities based on skills and interests. • Organise volunteer appreciation events and recognition programs.
<p>Marketing and Communications</p>	<ul style="list-style-type: none"> • Working with the Marketing Manager to coordinate appeal mailings, marketing materials and donor stewardship communications. • Write regular communications for donors including PSO News. • Monitor the use of PSO brand in documents including letters and agreements. • Ensure Philanthropy Page on the Website is up to date and links are enabled. • Work closely with the Marketing Manager to provide content for PSO website and social media.
<p>Additional Responsibilities</p>	<ul style="list-style-type: none"> • Support Partnerships Manager with major funding applications. • Work closely with Marketing Manager regarding ticketing requirements. • Other projects as assigned to help meet PSO development and goals.

QUALIFICATIONS, ATTRIBUTES AND CAPABILITY

QUALIFICATIONS	Tertiary qualification such as Bachelor of Business/Arts Administration is desirable
ATTRIBUTES	<ul style="list-style-type: none"> • Team-first attitude • Flexible and adaptable • Positive, collaborative and resourceful
CAPABILITY	<ul style="list-style-type: none"> • Excellent customer service and interpersonal skills • Strong written and oral communication abilities • High level IT skills including proficiency with MS Office, particularly Excel, Outlook and Word • Excellent administrative skills including planning and record-keeping • Experience working under deadlines and ability to manage multiple deadlines • Self-motivated and proactive • Creative, flexible and willing to work collaboratively as a team member

VALUES

STAND UP, BE BOLD	We are brave and fearless, open to new ideas and not afraid to speak up and break the rules. We share a sense of fun that inspires a belief that anything is possible.
LIVE TO INSPIRE	We act with passion and pride to create high quality, ground-breaking and memorable musical and cultural experiences for everyone.
MAKE IT HAPPEN	We are motivated, agile and adventurous. We lead, embrace and adapt to change with a fierce determination.
EVERYONE MATTERS	We embrace, respect and welcome everyone and their ideas. We act with integrity, treat people equitably and in a way they feel heard and valued. We reflect the spirit of WA and its people through our actions and activities.
TOGETHER AS ONE	We actively build authentic and meaningful relationships and partnerships, embracing opportunities to work together in new ways. We are one team that supports and encourages the unique contribution that everyone brings.

COMPETENCIES

- **LEADERSHIP** – can lead by example demonstrating appropriate behaviours and attributes in line with core values of self and company. Holds self to account and demonstrates sound judgement in decision making.
- **COMMUNICATION** – able to communicate information and ideas clearly and articulately and anticipates the information that others will require. Uses the appropriate language, style and methods depending on the audience and the purpose of the communication.

- **PLANNING AND ORGANISATION** – able to achieve results in a quality, timely, and cost-effective way. Sees priorities, plans the efficient use of resources, and monitors progress against objectives. Anticipates crucial stages in projects. Formulates alternative means of achieving objectives. Responds effectively to unforeseen events.
- **RESILIENT** – measured confidence to take on demanding work or put forward views when they may be challenged. Stays calm in a crisis. Handles competing demands. Overcomes setbacks. Welcomes and learns from criticism.
- **TEAM WORK** – actively participates in team. Encourages co-operation. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritises team goals over individual goals.