JOB SPECIFICATION

POSITION:	**TICKETING & PRESENTER SERVICES MANAGER**
REPORTS TO:	Head of Marketing, Communications and Fundraising & Head of Programming
DIRECT REPORTS:	External Producers and Venues, Event Staff, Secondments and Volunteers
LOCATION:	**MIDSUMMA FESTIVAL OFFICE** (Level 6, 168 Lonsdale Street, Melbourne), and event locations for events as required by the festival.
POSITION TYPE:	**FULL-TIME FIXED TERM CONTRACT** September 2026 - February 2027
RENUMERATION:	$76,000 - $80,000 per annum pro-rata, plus 12% super.

Midsumma
Midsumma is one of Australia's premier LGBTQIA+ arts and cultural festivals, for and by communities who live with shared experiences around diverse gender and sexuality.

Midsumma Festival works year-round to provide artists with support, to develop, create, present and promote their work with its primary activity being an annual multi arts festival presented over three weeks (approx. 22 days). The upcoming festival dates are **Sunday 17 January – Sunday 7 February 2027.**

Midsumma Festival brings a diverse mix of artists, performers, venues and audiences together under a single umbrella for a celebration and innovative presentation of queer arts and culture. The diverse festival program is made up of a wide range of events and activities including visual art, digital arts, theatre, spoken word, cabaret/variety, film, live music, parties, sport, social events and talks/public forums.

Job Summary
This role has responsibility for all aspects of ticketing and associated presenter services support for Midsumma, ensuring events are planned and executed with all ticket types, sales, remittances, and event reconciliations for the festival program. The role is responsible for building and managing an external web interface for ticket sales (Red61), ensuring the smooth sale of tickets via phone and web, liaising with event producers, coordinating complimentary tickets across the festival and coordinating a modest box office and providing some additional support services for open access presenters.

The role's primary focus is ticketing and event data collection for reporting, with a secondary focus on the coordination capacity of Presenter Support Services for presenters and external producers. The role will be one of the primary contacts for Midsumma with external event producers and includes collecting

and collating all statistical information from event producers, such as total attendances, etc., from all events within Midsumma Festival, whether ticketed or not.

The role best suits an outgoing, enthusiastic, and dedicated person with broad skills who can plan, coordinate, and deliver ticketing and presenter services activities for Midsumma Festival. The role will require multitasking and showing initiative while maintaining a friendly demeanour with internal and external stakeholders.

In a full-time fixed-term contract role, flexibility exists around the days and hours that best execute the role's required needs at various times within the festival delivery cycle, where some nights and weekends are likely.

The role works across a broad range of office and event disciplines beyond the ticketing and event producer description above:

- Liaise with Midsumma senior managers, artists, venues and presenters/producers to ensure all required information to facilitate effective ticketing for events registered for the 2027 festival is available and collated.
- Coordination with venues that share ticket allocations (split ticketing) with Midsumma to balance allocations between venues and the festival.
- Coordinate ticketing for sponsors, marketing (promotional), and government representatives.
- Coordinate comp ticketing for Midsumma allocation for all shows.
- Identify poorly performing events and, if appropriate, suggest and assist with incentive ticketing initiatives.
- Provide regular sales reports and updates to senior managers.
- Liaise with external presenters to ensure delivery of required information to presenters and assist in the provision of presenter services as required, in close consultation with the Program Manager advance planning to identify implementation plans and where volunteer support can be appropriately and effectively implemented.
- Coordinate Producer services, workshops, and support initiatives and communications.
- Coordinate digital passes for producers and participants for the festival.
- Build / oversee the build of all shows for sale in Red61 and communicate with presenters/producers login information for reporting and producer portal access.
- Assist with proofing guide and website and offering feedback and advice to open-access event producers regarding their event marketing material to ensure the best festival for audiences.
- Coordination of all event attendance data collection regardless of whether a ticketed or unticketed event within Midsumma (for report purposes).
- Working with Midsumma’s Finance and Administration Manager to ensure reconciliations are completed promptly and check all calculations for such reconciliations to ensure correct.

Key Working Relationships

The position is a crucial member of a small, committed Midsumma delivery team. It has key relationships with senior managers, especially with staff within the Marketing and Programming teams. It also has strong working relationships with interns and volunteers.

The role involves developing and maintaining positive relationships with a wide range of key Festival stakeholders, including local and interstate/international artists and arts companies, venues, presenting partners, stallholders, supporters, media representatives, and government agencies associated with all Festival activity, precinct partners, donors, corporate partners, and Festival sponsors.

Key Accountabilities

- Ensure that ticketing requirements are managed within agreed Midsumma policies and procedures.
- Ensure effective communication with open-access event producers regarding their involvement in the festival.

- Work closely with all Festival staff members to find holistic ways to identify and maximise cohesive opportunities for all elements of the Midsumma Festival Program.
- Be familiar with and adhere to all Midsumma Festival policies and procedures, including WHS requirements.
- Attend and participate in weekly operational staff meetings, and provide written reports and sales updates as required.
- Prepare a debrief report after the festival.
- Actively engage with diverse cultures and communities and assist Midsumma to maintain and further develop a national leadership position regarding broad arts access and inclusion.
- Ensure the proper collation of all relevant statistical information and trends and collation of all information and statistical data to assist with post-festival evaluations and acquittal reports.

PERSON SPECIFICATION

Key required competencies

- Previous experience in ticketing a multi-genre, multi-week Festival and proven knowledge of all aspects of ticketing platforms (event builds, maintenance, promotional codes etc), particularly Red61.
- Experience in using festival event registration systems such as Eventotron (or similar)
- Excellent demonstrated communication skills (written and verbal).
- Proven knowledge and experience within the arts industry, particularly in festivals and events.
- Demonstrated attention to detail, commitment to accuracy, and ability to manage multiple tasks within agreed deadlines.
- Proficiency in MS Office suite, Teams, SharePoint, and confident approach to learning and developing new systems and processes.
- A confident, warm and engaging personality.
- Demonstrated abilities in developing and maintaining networks.
- Negotiation skills and the ability to deal with difficult situations positively and constructively.
- Ability to think laterally and maintain a calm manner in a fast paced or high-pressure environment.
- Demonstrated respect and empathy for members of diverse communities, the arts, and particularly LGBTQIA+ communities.
- A collaborative, flexible working style and commitment to broad organisational values and objectives.

Employment Conditions:	• Fixed-term contract for approximately seven months (August/September 2026 to mid-February 2027), with a flexible start date by agreement. • Salary of **$76,000–$80,000 per annum (pro rata)**, plus 12% superannuation. • The role requires flexibility to work evenings and weekends during the festival delivery period, as well as for selected lead-up events and functions. These requirements are reflected in the remuneration.

HOW TO APPLY:

Applications close: Friday 21 August 2026

Please submit your CV and a cover letter detailing your relevant experience, addressing the position's key criteria, and why you're excited about this role to: **applications@midsumma.org.au**
- Email Subject **"Ticketing & Presenter Services"**

Midsumma is an equal Opportunity Employer who values diversity in the workplace.
As such we encourage and support applications from people from diverse backgrounds.

Organisational Values:

We are a **champion** of LGBTIQA+ cultures, conversations and events. We promote, develop and celebrate LGBTIQA+ **arts and culture**. We are **the intersection between** people, ideas, stories and experiences - a focal point for connections and **belonging**. We **strengthen cultural voices** of our communities and broaden the language of our allies. We **create** inclusive **safe** cultural and social **spaces**. Platforms for shared experience in a world which often underrepresents us. We value diversity and we embrace difference. We **increase visibility**, and **visibility** and **amplify voices** that might otherwise not be seen or heard.

OH&S Statement:

Midsumma Festival is committed to providing and maintaining a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with the organisation's values and the requirements of the various occupational health and safety Acts, associated regulations and codes of practice.