



## JOB SPECIFICATION

POSITION:	Ticketing & Presenter Services Manager
REPORTS TO:	Marketing & Communications Manager
KEY RELATIONSHIPS:	Program Manager, Finance & Office Manager
DIRECT REPORTS:	External Producers and Venues, Ticketing Secondments
LOCATION:	Midsumma Festival Office, Level 6, 168 Lonsdale St, Melbourne VIC 3000
POSITION TYPE:	Part Time job share or Full-Time Fixed Term Contract (Approx. July/August 2025 to mid-February 2026)
SALARY RANGE:	\$75K - \$80K pro rata plus superannuation
APPLICATIONS CLOSE:	5 PM, Monday 16 June 2025

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## ABOUT MIDSUMMA

Midsumma Festival Inc. is Victoria's premier LGBTQIA+ arts and cultural organisation, championing diverse gender and sexuality (DGS) communities. Midsumma provides platforms for inclusive cultural expression, celebrating underrepresented voices and fostering connection through shared experiences. With a strong year-round program and a major three-week festival each summer, Midsumma features over 220 events across 100 venues, engaging audiences of around 300,000.

## POSITION SUMMARY

This full-time fixed-term role requires flexibility in working hours, including evenings and weekends during peak periods. It suits an organised, confident communicator with arts industry experience and a strong understanding of event ticketing.

The Ticketing & Presenter Services Manager is responsible for the delivery and management of all aspects of ticketing and selected presenter services for the Midsumma Festival. This includes:

### Ticketing

- Building and managing events in Red61, Midsumma's ticketing platform
- Overseeing ticket sales (web and phone), coordinating comp tickets and promotional allocations
- Managing box office setup and operations
- Producing regular sales reports and event reconciliation data in partnership with the Finance Manager

### Presenter Services

- Acting as a key liaison for external event producers and presenters
- Coordinating producer communications and edits to event listings (in Eventotron)

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- Supporting presenters with statistical reporting and promotional readiness

#### Data & Reporting

- Collecting attendance data from all ticketed and unticketed events
- Providing summary reports to inform festival evaluation and grant acquittals

## KEY RESPONSIBILITIES

#### Ticketing Operations

- Build and maintain events in Red61
- Coordinate ticket allocations with venues for split ticketing
- Manage ticketing for sponsors, promotional campaigns, and government stakeholders
- Identify underperforming events and recommend incentive strategies

#### Stakeholder Communication

- Maintain positive relationships with producers, venues, and internal teams
- Provide presenter support materials and digital passes
- Assist in marketing proofing for event listings

#### Reporting and Administration

- Collate statistical data from all events
- Provide timely sales reports and insights to senior management
- Work with the Finance Manager on reconciliations and payment processing

#### Team & Organisational Contribution

- Attend staff meetings and provide festival debrief documentation
- Participate in WHS procedures and uphold Midsumma's values of inclusion and access
- Support interns and volunteers as needed

## KEY SELECTION CRITERIA

- Proven experience in ticketing for festivals or large-scale or multi-venue events (preferably with Red61)
- Excellent communication and stakeholder engagement skills
- Strong attention to detail, time management, and multitasking ability
- Confidence with MS Office, SharePoint, and online platforms. Eventotron registration platform
- Commitment to equity, inclusion, and the representation of LGBTQIA+ communities
- Collaborative and flexible approach with a solution-oriented mindset

## Organisational Values

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