



Position Details

Position title:	Ticketing & Participation Coordinator – St Kilda Film Festival
Award Classification:	Band 5
Department:	Community Services and Culture
Division:	Community Wellbeing
Date Approved:	January 2026
Approved By:	Manager City Growth and Culture

Organisational Relationships:

Reports To:	Coordinator Festivals & First Peoples Programs
Supervises:	Casual staff, Event Interns
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Coordinate invitations, event engagement, ticketing and accreditation for guests, staff and partners attending St Kilda Film Festival events
- Oversee ticketing and box office operations and sales for the St Kilda Film Festival
- Coordinate hospitality requirements for events based at Council venues
- Support the delivery of any events facilitated in an online or hybrid capacity
- Updates web content as required to ensure accuracy of event information and film/ film maker details.

Key Responsibilities and Duties

- Maintain invitation lists for key St Kilda Film Festival events

- Send out invitations per VIP lists and coordinate RSVP and ticketing processes in conjunction with venue partners and/or their ticketing agencies
- Liaise with the Festival's ticketing agency to ensure Festival requirements are met, including oversight of pre-sales and ticketing operations
- Manage box office at Festival venues including ticket sales, professional development day registrations, complementary and VIP ticketing, box office staff supervision, cash handling procedures and customer service
- Oversee engagement of hospitality partners for any required outcomes at Council venues, including supporting the processing of any liquor licensing obligations with appropriate authorities and ensuring compliance of deliverables.
- Coordinate guest activity for international and interstate guests attending the Festival on invitation
- Liaising with marketing team, Production Manager, Film & Industry Lead and the broader St Kilda Film Festival Working Group to ensure online and hybrid activities are accessible and meet with statutory compliance and public health guidelines
- Upload event information to digital portals as required (including but not limited to the St Kilda Film Festival website). Ensuring that change logs are monitored and updates are made in a timely manner.
- Assist with Event Intern management as required
- Other duties as mutually agreed.

Accountability and Extent of Authority

- Coordination of box office staff and Event Interns
- Management of invitation lists and VIP protocols in line with council and Festival policies
- Management of box office procedures and customer service in line with Festival policies
- Management of web content change log documentation, actioning web updates as required
- Management of hospitality partnerships, including ensuring the appropriate documenting of associated budgetary deliverables.

Judgement and Decision Making

- Judgement and ability to provide accurate and appropriate information and advice to the varied needs to service users in relation to the St Kilda Film Festival
- Application of established skills and experience for problem solving related to topics being supervised
- Required to make self-guided decisions on day-to-day basis with support always available.

Specialist Skills and Knowledge

- Understanding of the roles of events within a Local Government framework and associated policies
- Communication skills adaptable to all levels of stakeholders and general public
- Proficiency in customer service skills and principles
- Knowledge of event ticketing techniques and operations
- Ability to meet short deadlines and maintain high level of work standards.

Management Skills

- Ability to manage own time, plan & organise own work.
- Ability to prioritise and effectively manage time and staff, in an environment of challenging deadlines and competing priorities
- Ability to communicate policies and procedures to staff and volunteers under supervision, including but not limited to: Occupational Health and Safety policies, procedures and techniques.

Interpersonal Skills

- Ability to liaise with sponsors and event participants, Council officers, production staff and stakeholders at all levels, including negotiation and gaining co-operation
- Ability to work effectively both under supervision as well as achieve results with a minimal level of supervision
- High level written and oral communication skills.

Qualifications and Experience

- Relevant tertiary qualifications with relevant experience or lesser qualifications with substantial experience in events and/or festival management
- Minimum three years' experience in similar roles on major events preferred
- Victorian drivers license is desirable.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

Key Selection Criteria

- In depth knowledge of ticketing and box office operations (online and in-person) accreditation or VIP & guest hospitality functions within an event setting
- Prior experience in hospitality management and/or experience in managing casual staff or volunteers.
- Working experience in client or guest management and accreditation within a major events environment
- Highly developed communication skills and the ability to liaise with a diverse range of stakeholders at all levels



- Demonstrated experience in planning and project management
- Proficiency in Microsoft Office Suite including mail merge and Excel
- Prior experience in digital CMS management.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.