

BIENNALE OF SYDNEY

The Biennale of Sydney acknowledges the Traditional Owners of Country, in particular the Gadigal people on whose land the Biennale of Sydney is located. We recognise their continuing connection to land, waters and culture and pay our respect to Elders, past and present.

The Biennale of Sydney is one of the leading international contemporary art events. It plays an indispensable role in Australia's engagement with the world, and a meaningful role in the life of the nation. The Biennale presents the most dynamic contemporary art from around the globe in venues across Sydney with exhibitions that ignite and surprise people, sparking dialogue, cultivating connections and inspiring action through meaningful, shared arts experiences. The Biennale of Sydney amplifies the voices of artists and tell the stories of our global communities, as they drive momentum for lasting cultural change.

Established in 1973, it is the third oldest biennial in the world after Venice and São Paulo and the largest exhibition of its kind in Australia. The Biennale of Sydney has commissioned and presented exceptional works of art by more than 2,400 national and international artists from more than 130 countries.

WORKING FOR THE BIENNALE OF SYDNEY

The Biennale of Sydney fosters a collaborative and respectful workplace culture, with a team as diverse as the exhibitions we present and the audiences who experience them. We actively encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, people with disability and those who have diverse experiences of our world to join the Biennale of Sydney team.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. If you are applying for a position and have support or access requirements, let us know in your application or by contacting the nominated person in the advertisement.

The Biennale of Sydney believes that art should be accessible to all. Thanks to our generous supporters, our exhibitions are presented with free admission for all to enjoy. For our employees, we provide professional development opportunities to enrich and develop your love of the arts while valuing the specific skills and experiences you bring to the Biennale of Sydney. As a not-for-profit organisation, we also offer salary packaging options.

ROLE STATEMENT

Position Title: Ticketing and Data Manager

Department: Communications

Reporting to: Impact and Engagement Manager and Head of Communications

Remuneration: Competitive salary in line with the current market rates

Contract term: Full-time fixed term 12-month contract position until 31 August 2026

POSITION DESCRIPTION

We are looking for a dynamic and enthusiastic ticketing, CRM, and visitor experience professional to lead the Biennale's ticketing operations, to successfully deliver the 25th Biennale of Sydney (2026) to the highest of standards.

The Ticketing and Data Manager will deliver high-level ticketing, administrative and customer service support, in the lead up to, during, and after the 25th Biennale of Sydney, including essential systems support, working at both White Bay Power Station, and the Biennale head office in The Rocks.

The Ticketing and Data Manager will be a motivated and organised multi-tasker who thrives in busy, dynamic environments. You'll be able to self-direct and enjoy working with multiple teams while providing direct support to ticketing coordinators, and other Front of House staff and volunteers as required. In this busy, hands-on role, you will show initiative and enjoy thinking on your feet, and outside the box! Excellent written and verbal communication skills are essential.

Please note that due to the nature of the exhibition some after hours and weekend work is required.

The successful candidate will be part of a highly motivated team of specialist staff; delivering one of the world's leading contemporary visual arts events. The position is a member of the Communications department, reporting to the Impact and Engagement Manager, and then to the Head of Communications.

Direct Reports: **Box Office** Coordinators

APPLYING FOR THE ROLE

Applications marked 'Confidential' in the subject line of the email and addressing the selection criteria must be received by 5pm on Wednesday 20 August, 2025

Your application must include:

- a cover letter outlining how you meet the selection criteria;
- a current CV; and
- the names and daytime contacts of at least two (2) professional referees.

Applications that do not address the selection criteria will not be considered.

SELECTION CRITERIA

Essential Criteria	<ul style="list-style-type: none">• Customer service or ticketing experience, preferably in a team leader capacity.• Systems administration experience in a ticketing or CRM platform, preferably Tessitura.• Demonstrated working knowledge of ticketing systems, preferably Tessitura.• Excellent communication skills, both verbal and written.• Excellent computer literacy, including familiarity with Microsoft Office suite.• Demonstrated ability working in dynamic, changing environments and with the public.• Ability to show initiative and be proactive whilst working as part of a larger team.• Right to work in Australia.
Desirable Criteria	<ul style="list-style-type: none">• Experience working closely with Front of House teams and/or volunteers.• Experience working closely with, or in, a marketing or communications team.• Experience in and/or understanding of working in a festival environment.• An interest in, and commitment to, the work of the Biennale of Sydney and our organisational values.

DUTIES AND RESPONSIBILITIES

Ticketing and CRM	<ul style="list-style-type: none">• Ensure the efficient delivery of ticketing services to customers, including for the public and schools before and during the edition.• Assist with ticketing platform maintenance, including event builds, attendance tracking and post-event reporting.• Work closely with the Impact and Engagement Manager, Producer, Front of House Manager and other staff as required to ensure up to date ticketing services and information at Biennale sites.• Work closely with the Marketing and Communications team to ensure up to date ticketing information on the Biennale website and social media.• Support the delivery of regular reconciliations for finance and accuracy in acquittal and attendance data.• Managing workflow and correspondence in the bookings email inbox in conjunction with the Ticketing Coordinators.• Support the Impact and Engagement Manager in the delivery of the Biennale's Ticketing Strategy and objectives.• Manage access bookings for Biennale of Sydney programming.• Assist in the coordination of complimentary tickets and event and VIP guest lists.
Customer Service	<ul style="list-style-type: none">• Display a positive and friendly outlook and demeanour when interacting with customers, visitors, and team members.

	<ul style="list-style-type: none"> • Manage workflow and correspondence for customer service enquiries, including complaint handling and resolution. • Anticipate visitor and customer issues and help promote a pro-active, visitor-first approach onsite. • Provide general administrative and event-based assistance to the production team and others as required.
Work, Health and Safety (WHS)	<ul style="list-style-type: none"> • All staff are required to take reasonable care of their own health and safety and that of other personnel (including volunteers and interns) who may be affected by their conduct. • Participate in WH&S Committee meetings, as required.
Key Performance Indicators	<ul style="list-style-type: none"> • Lead and support the visitor services and ticketing team to ensure customer issues and enquiries are acknowledged within a 48 hour period and resolved in a timely manner and in accordance with the LPA codes of practice and Biennale of Sydney processes and policies as applicable. • Deliver accurate attendance records for Biennale events and programming, in conjunction with the Front of House Manager and Producer, and others.