POSITION DESCRIPTION

Position Title	Concert and Event Manager
Reports To	Events Producer
Department	Operations
Contract Period	2 years, fixed term
Classification	4.1.1
Date	November 2026

About Melbourne Recital Centre

Melbourne Recital Centre is an award-winning live music venue; where artists and audiences build a lifetime of experiences. We strive to create wonder for everyone, in and beyond the Centre and inspire our community through music.

With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practiced by local and international performers traversing all genres of music. And our impactful learning and access activities provide opportunities for Victorians of all ages and backgrounds to experience and engage with music and the Centre in new and exciting ways.

We acknowledge the traditional owners on whose land Melbourne Recital Centre stands – we pay our respects to Melbourne's First People, to Elders past and present, and to our shared future.

Our Vision

A future where music and storytelling are fundamental to everyone's lives.

Our Purpose

We amplify Australia's diverse music ecology to connect people and inspire positive change.

Our Values

Ambition	We experiment, ideate, and innovate with energy and enthusiasm.
Creativity	We are creative on and off stage to unlock new possibilities.
Collaboration	We are curious and connected, finding strength in sharing and learning.
Enrichment	We work to ensure artistic, social, financial, and environmental benefit.
Inclusivity	We champion accessibility and diversity so everyone feels welcome.
Integrity	We are honest, transparent, trustworthy, generous, and kind.

Our Ethos

Music is a universal language. It's the heart and soul of what we do and has the power to connect, transform and transcend. We're for the music-lovers, the music-makers, and the sound creators, the administrators, and the operators, who unite to make music accessible for all.

Primary Purpose

The Concert and Event Manager provides high level production management, administrative and operational services in support of the delivery of the program of events and activities at Melbourne Recital Centre. The role liaises with artists, agents, tour managers, hirers, colleagues, and other users of the Centre.

Accountabilities

- Coordinate and manage all requirements for a variety of concerts, concert series, projects and events at delivered by the centre, including contracts, (technical) production requirements, FoH & box office liaison, recording & broadcast arrangements, IT, security, safety, catering, parking, programs, building facilities, transfers and accommodation, as required.
- Work closely with all staff and contractors to ensure consistent and high-quality levels of service to all incoming artists, concert presenters, event organisers and visitors to the Centre in line with Melbourne Recital Centre's service excellence vision.
- Duty manage allocated concerts and events and provide on-the-day stage management, technical and production management services, including supervision of staff and contractors, as required.
- Contribute to the development, implementation and maintenance of operational policies, procedures, budgets processes, administration, records and WHS requirements for the Operations department and organisation.
- To implement and display competence in the correct and optimum use of the Melbourne Recital Centre's venue management system and to provide training to other users of the system.
- To co-ordinate the timely and appropriate maintenance of Melbourne Recital Centre's equipment, infrastructure and instruments as required.
- Carry out any other duties that may be required by the Events Producer or Head of Operations.
- Support the organisation with the provision of training to staff.
- Maintain and observe all current Health and Safety policies and procedures and take reasonable care for own health and safety and that of other persons that may be affected within the MRC in accordance with the MRC's Health and Safety policies and procedures.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence.
- Ensure all activities comply with Melbourne Recital Centre values, policies, professional and ethical standards.
- Foster good working relationships with all Melbourne Recital Centre staff, clients, customers and stakeholders and promote a positive and co-operative working environment.
- In this position you will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

Key Relationships

Internal

- Events Producer (Daily)
- Venue Stage Manager (Daily)
- Technical Manager and Coordinator (Daily)
- Programming, box office and FoH management and staff (Daily)
- Accounts, Stage Door, Venue hire (Daily)
- Head of Operations, Senior management (As required)
- Other MRC staff (Daily)

External

- Arts sector presenters and artists (Daily)
- Key Presenting Partners
- Corporate sector presenters, representatives and companies (Daily)
- Event management and production personnel (Daily)
- Contractors, suppliers and associated third parties (Daily)

Key Selection Criteria

- Demonstrated experience working in an event management or technical production role for a performing arts venue, a performing arts sector organisation or in a touring capacity (essential).
- A specific knowledge of the presentation of live performing arts, including music (classical and contemporary), and its production requirements (essential).
- A broad general knowledge across a variety of (technical) production fields including audio, lighting, projection, audio-visual and staging (essential).
- An ability to build and maintain relationships with people at all levels, forge partnerships and build trust across business areas, functions and organisations. (essential)
- Financial management and budget management skills including event specific budget development and cost control as well as interpretation and implementation of contracts. (essential).
- Knowledge and experience at using IT programs, including Microsoft Word, Excel and Outlook and the ability to become a highly skilled user of the Melbourne Recital Centre's venue management, CRM & ticketing systems (as required) for which training will be given (essential).
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work independently and under pressure in a multi-task environment and complete tasks within specified timeframes (essential)
- Demonstrated ability to problem solve and use initiative (essential)
- Highly developed interpersonal and negotiation skills, as well as high standards of personal presentation and the ability to maintain good working relationships with a wide range of people both internal and external to the organisation (essential)
- Well-developed written and verbal communication skills in English (essential)

Other Relevant Information

- The position is based at 31 Sturt Street, Southbank.
- The recommended applicant is required to undertake and maintain a Nationally Coordinated Criminal History Check (NCCHC), Working with Children Check (WWCC), and Responsible Service of Alcohol certificate, and hold valid working rights.
- The position may / will involve irregular hours including evenings and weekends and considerable flexibility will be required.
- The role will be expected to work non-standard business hours in support of staging evening events as well as wear a uniform while on duty (to be supplied by the Centre).
- Melbourne Recital Centre is an Equal Opportunity Employer.
- Melbourne Recital Centre offers an inclusive workplace that promotes and values diversity. We welcome and encourage applications from people of all backgrounds, ages, religions, including Aboriginal and Torres Strait Islander Peoples, LGBTQIA+ people, those with disability, women and people with cultural or linguistically diverse background. We embrace flexibility as a key principle to allow our people to manage the changing demands of work, personal and family life.
- Melbourne Recital Centre provides a smoke free environment.

OH&S Responsibilities

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction.
- Cooperate with their employer.
- Maintain and observe all current Health and Safety policies and procedures.
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce.