



POSITION DESCRIPTION

TICKETING ASSISTANT

THE SYDNEY FRINGE FESTIVAL

POSITION:	Ticketing Assistant
OFFICE LOCATION:	Level 1, 303 Marrickville Road, Marrickville, NSW, 2204
REPORTS TO:	Sales & Partnerships Manager
WORKS WITH:	Sales & Partnerships Manager, Programs & Operations teams, and the wider Sydney Fringe team
EMPLOYMENT STATUS:	Fixed Term, Part-Time
REMUNERATION:	\$26.65 per hour + superannuation (<i>Level 3 LPA Award</i>) + <i>Award leave entitlements</i>
EMPLOYMENT PERIOD:	Fixed Term, Part-Time Contract 23 June to 28 September* <i>* Possibility of extension to 5 October</i>

ABOUT THE SYDNEY FRINGE

The Sydney Fringe Incorporated is a cultural industries organisation and advocacy group for the live arts and music sectors. The Sydney Fringe Festival was established in 2010 (www.sydneyfringe.com)

and has received widespread industry support and engagement from the artistic community. In 2024, 2019 artists were featured in 404 events across all disciplines in 69 venues. Over 100,000 people attended the event that generated over \$40.7 million in economic impact. In recognition of its profound contribution to the cultural landscape, Sydney Fringe was designated a Foundation Event of New South Wales in 2025, underscoring its pivotal role in shaping the state's creative sector.

Assisting artists is at the forefront of everything we do. Sydney Fringe offers a professional platform from which emerging, early career and professional artists can promote their work to new audiences. The Sydney Fringe strives to ensure that all artists have a positive Fringe experience. We believe that Sydney's independent artists are what make this city so great, and as such we are dedicated to promoting the independent sector to Sydney's mainstream audiences.

The Sydney Fringe team goes to great lengths to ensure that audiences, artists, and venues have a successful festival experience; this is the essence of what makes the Sydney Fringe so unique and is essential to the success of our festival.

OUR VISION

To be celebrated as one of the world's leading Fringe Festivals.

OUR PURPOSE

To champion the independent cultural sector, placing it at the heart of Sydney.

OUR VALUES

Expression; Access; Connection; Integrity; Excellence

ABOUT THE POSITION

Reporting to the Sales & Partnerships Manager, the Ticketing Assistant will assist in the delivery of customer service and administrative tasks in the ticketing function of the Sydney Fringe Festival.

This role will be primarily based in the Sydney Fringe offices in Marrickville, however may require working from festival venues during event delivery (September).

80% of the role will focus on customer service delivery over the phone and via email, with 20% being general administrative tasks, such as reporting and system administration.

KEY COMPETENCIES

- Demonstrated experience in Customer Service and Administration, ideally in a festival or event environment;
 - A working knowledge of ticketing systems (ideally Ferve) and box office operations, or equivalent administration systems;
 - Experience working within festival environments or theatre venues in a ticketing, front of house, ushering and/or customer service capacity is highly desirable;
 - Demonstrated ability to develop effective relationships and efficiently manage competing priorities within a dynamic and fast-paced , customer focused environment;
 - Ability to show initiative and exercise sound decision making across all areas of the position and to work effectively independent of supervision;
 - Highly proficient communication, administration and written and verbal skills, including the use of digital technologies;
 - Discipline and resourcefulness, with the capacity to think laterally and solve problems creatively;
 - Understanding and respect of the contribution volunteers make to the not-for-profit sector;
 - Professional, enthusiastic and positive attitude together with the ability to be a team player, with commitment to group success;
 - Values consistent with the goals and philosophy of Sydney Fringe.
-

RESPONSIBILITIES

- Handling customer enquiries regarding Sydney Fringe Festival and its venues, via phone and email;
- Processing ticket sales and assisting customers with exchanges in line with ticketing terms and LPA guidelines;
- Work in collaboration with the Ticketing team to deliver seamless operation of the Ferve Ticketing System, troubleshooting customer and system issues where required;
- Ensuring Sydney Fringe Box Offices processes and procedures are followed;
- Ensure compliance with Sydney Fringe processes and procedures;
- Processing Rushtix and complimentary ticket requests;
- Developing strong positive relationships with all Sydney Fringe Festival customers, artists, volunteers and

staff to ensure a high level of satisfaction is maintained;

- Undertaking any other reasonable duties as required by the Sales & Partnerships Manager and the Head of Marketing

- **ABOUT YOU:**

Excellent interpersonal and communication skills

-
- Ability to show initiative and exercise sound decision
 - Ability to think laterally and solve problems as they arise
 - Attention to detail
 - Understanding and respect of the contribution volunteers make to the not-for-profit sector and the Sydney Fringe Festival operation
 - Maintain a professional and positive attitude in stressful situations
 - Have a valid or willing to obtain a Working with Children Certification

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of your position are consistent with those of staff in a major festival. Sydney Fringe encourages you to advise us of any access needs (pre-existing, or any that may arise) that may have impact on your work. We are committed to ensuring access requirements are met.

DIVERSITY AND OPPORTUNITY

Sydney Fringe provides equal access to all employees and applicants without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information or marital status.

HOW TO APPLY

Applications must be no longer than 3 pages, respond to the position description, address the key responsibilities and experience, and include:

- A covering letter outlining your relevant experience and alignment with our values
- A current resume
- The names and contact details of two professional referees

Applications should be submitted as a PDF document with your name and the position title as the document's title, and emailed to Clayton Hamilton, Sales & Partnerships Manager, on tickets@sydneyfringe.com by **5pm on Wednesday 18th June, 2025**. Please ensure that the subject of the email reads as *"Sydney Fringe Ticketing Assistant: name of applicant"*.

Covering letters can be submitted as an audio or video recording, if preferred.

If you have any access requirements or further questions regarding this position please contact the Sydney Fringe General Manager, Paddy Meredith-Keller, on hq@sydneyfringe.com