

Position Description – Artist Liaison

Job Specification

Job Title: Artist Liaison
Department: Programming
Reports To: Ground Transport Coordinator
Direct Reports: Nil

Job Scope

The Artist Liaison is an artist-facing role and is a key first point of contact for artists taking part in the Darwin Festival. The Artist Liaison will provide the on-ground delivery and support of artist logistics for Darwin Festival. The Artist Liaison drives artists between venues, accommodation, airport and media calls for Darwin Festival. Reporting to the Ground Transport Coordinator, the Artist Liaison will provide artist transport, assist with artist schedules and provide some administrative support.

Key Accountabilities	Tasks	Results
<p>Artist Liaison and Transport Coordination 65%</p>	<ul style="list-style-type: none"> Under the supervision of the Ground Transport Coordinator, efficiently coordinate ground transfer schedules for Darwin Festival artists Undertake off-site, out-of-hours ground transfer work during the Festival period Move/carry luggage or equipment and hook up trailers as required Liaise with venue front of house staff and/or stage management when required for artist pick-ups/drop offs 	<ul style="list-style-type: none"> Successful (issue-free, timely and professional) provision of on-ground logistics and support for artists during the Festival. This includes, ground transfers between the airport, accommodation and venues during artists' engagements with Darwin Festival & other support as directed by Darwin Festival management All information relating to ground transport requirements and artists schedules are provided to the Program Administrator and the Ground Transport Coordinator is accurate and presented in a timely manner

Key Accountabilities	Tasks	Results
		<ul style="list-style-type: none"> All associated administrative and/or reporting tasks are completed accurately and in a timely manner
<p>Communication & Relationship Management 15%</p>	<ul style="list-style-type: none"> Compile and distribute artist resources (accreditation and artist bags) Act as a first point of contact for visiting Festival artists upon arrival in Darwin Assist artists with information and answer day-to-day questions about the Festival and Darwin Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels Participate in regular meetings with the Ground Transport Coordinator and Program Administrator Provide excellent customer service to Festival patrons and assist members of the general public to engage with the Festival 	<ul style="list-style-type: none"> Positive feedback from Festival artists and related stakeholders All artist schedules and itineraries are updated regularly, are accurate and communicated to all team members in a timely manner Timely and recorded liaison with internal stakeholders relating to rostering of artist pick-ups/drop offs Any changes well communicated as soon as possible to related stakeholders, with timely and effective problem resolution as required Demonstrated effective communication and collaboration with all Festival team members and related stakeholders
<p>General Duties 5%</p>	<ul style="list-style-type: none"> Undertake general administrative duties as requested by the Ground Transport Coordinator or Program Administrator Attend Festival functions, program briefings and team meetings as required Any other duties as reasonably requested by the Ground Transport Coordinator, Program Administrator, Artistic Director or CEO 	<ul style="list-style-type: none"> Proactive and punctual attendance at all required meetings All assigned duties carried out in a proactive, positive and professional manner at all times
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document 	<ul style="list-style-type: none"> Full compliance and advocacy for all points raised

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Follow direction as given by senior team members Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook Respect for the work environment, each other and all stakeholders Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged Support other team members by being understanding, approachable and patient Punctual to all work-related events including but not limited to start time, meetings and onsite work Take an active role in procedures and initiatives, including but not limited to: WH&S, Project Management, HR Induction, Onboarding etc. 	
<p>WHS 5%</p>	<ul style="list-style-type: none"> Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager WH&S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&S risks 	<ul style="list-style-type: none"> All WH&S matters raised with your Manager in the first instance Adherence to all WH&S policies, procedures and instructions Any Workcover claim (if applicable) is well documented, resolved in best time frame, ensure risk mitigation steps and measures in place Promoter of best practice WH&S at all times
<p>Compliance 5%</p>	<ul style="list-style-type: none"> Demonstrate 100% compliance with any relevant government legislation Be fully conversant and compliant with all Darwin Festival Policies and Procedures Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks) 	<ul style="list-style-type: none"> No instances of non-compliance Promoter of compliance within the organisation at all times

Person Specification

Experience	Education	Personal Attributes	Alignment with Organisational Values
<ul style="list-style-type: none"> • Demonstrated experience working in a ground transport role and/or a similar role liaising directly with artists and producers • Demonstrated high levels of relationship management & customer service – internal and external • The ability to be flexible within constantly changing daily schedules • Willingness and capacity to work irregular hours • Experience of working at festivals and/or events desirable • Knowledge of Darwin and the surrounding suburbs highly desirable 	<ul style="list-style-type: none"> • Current manual car driver’s license with clean driving record essential 	<ul style="list-style-type: none"> • Willingness and capacity to work irregular hours - ability to be flexible in work hours during the Festival, when late-night and early morning scheduled transfers required • Strong interpersonal skills – ability to deliver customer service excellence to internal and external stakeholders • Excellent verbal communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration • High level organisational skills • Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others when necessary • Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude. • Ability to problem solve effectively • Strong work ethic 	<ul style="list-style-type: none"> • We ensure a safe and healthy workplace for all • We believe in honesty and acting with care, diligence and integrity in everything we do • Foster a culture of mutual respect with the proper regard for the rights and dignity of others • We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals • We are accountable for our actions, performance and behaviours

Experience	Education	Personal Attributes	Alignment with Organisational Values
		<ul style="list-style-type: none"> Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team 	

Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date	