

## Position Description – Ground Transport Coordinator

**Job Title:** Ground Transport Coordinator  
**Department:** Programming  
**Reports To:** Program Administrator  
**Direct Reports:** Artist Liaison (2)

### Job Scope

The Ground Transport Coordinator is an artist-facing role and is a key first point of contact for artists taking part in the Festival program; holding key relationships with external stakeholders, including but not limited to artists, agents, crew and venues.

Reporting to the Program Administrator, the Ground Transport Coordinator is responsible for the on-ground delivery of logistics for artists and other support to the artists and the Programming Team as required. Additional responsibilities include the supervision of two Artist Liaisons – the day-to-day management of their responsibilities and the development of their rosters in consultation with the Program Administrator.

Key Accountabilities	Tasks	Results – all results are applicable for/related to the upcoming Darwin Festival
<p>Logistics and Artist Liaison Coordination 60%</p>	<ul style="list-style-type: none"> <li>• Liaise with the Program Administrator to efficiently prepare ground transfer schedules for Darwin Festival artists</li> <li>• In consultation with the Program Administrator, develop rosters to provide on-ground delivery of logistical and other support for artists</li> <li>• Communicate rosters, supervise and delegate to Artist Liaisons</li> <li>• Effectively supervise and manage results, productivity and behaviours of Artist Liaisons</li> <li>• Undertake off-site, out-of-hours ground transfer work during the Festival period</li> <li>• Complete the administrative and reporting tasks associated with the role</li> </ul>	<ul style="list-style-type: none"> <li>• 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 &amp; other support as directed by Darwin Festival management.</li> <li>• All artist/company ground transport schedules and itineraries are accurately entered into Datafest in a timely manner – in collaboration with the Production</li> </ul>

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	<ul style="list-style-type: none"> <li>• Move/carry luggage or equipment and hook up trailers as required</li> <li>• Liaise with venue front of house staff and/or stage management when required for artist pick-ups/drop offs</li> </ul>	<p>Department and other departments as required</p> <ul style="list-style-type: none"> <li>• Artist Liaison rosters are updated regularly, are accurate and communicated to all team members in a timely manner</li> <li>• Artist Liaisons effectively delegated to, supervised and managed to deliver optimum results at all times</li> <li>• All associated administrative and/or reporting tasks are completed accurately and in a timely manner</li> </ul>
<p>Communication &amp; Relationship Management          20%</p>	<ul style="list-style-type: none"> <li>• Compile and distribute artist resources (accreditation and artist bags)</li> <li>• Act as a first point of contact for visiting Festival artists upon arrival in Darwin</li> <li>• Provide artists with information and answer day-to-day questions about the Festival</li> <li>• Liaise with venue front of house staff and/or stage management when required for artist pick-ups/drop offs</li> <li>• Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels.</li> <li>• Provide excellent customer service to Festival patrons and assist members of the general public to engage with the Festival where required</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from Festival artists and related stakeholders</li> <li>• All artist schedules and itineraries are updated regularly, are accurate and communicated to all team members in a timely manner</li> <li>• Timely and recorded liaison with Programming and Production teams relating to rostering of artist pick-ups/drop offs</li> <li>• Any changes well communicated as soon as possible to related stakeholders, with timely and effective problem resolution as required</li> <li>• Delivery of effective communication and collaboration with all Festival team members and related stakeholders at all times</li> </ul>

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<p>General Duties 5%</p>	<ul style="list-style-type: none"> <li>Undertake general administrative duties as requested by the Program Administrator or Senior Producer</li> <li>Attend Festival functions, program briefing and team meetings as required</li> <li>Any other duties as reasonably requested by the Artistic Director, Senior Producer and/or CEO</li> </ul>	<ul style="list-style-type: none"> <li>Proactive and punctual attendance at all required meetings</li> <li>All assigned duties carried out in a proactive, positive and professional manner at all times</li> </ul>
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> <li>Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document</li> <li>Follow direction as given by senior team members</li> <li>Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook</li> <li>Respect for the work environment, each other and all stakeholders</li> <li>Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged</li> <li>Support other team members by being understanding, approachable and patient</li> <li>Punctual to all work-related events including but not limited to start time, meetings and onsite work</li> <li>Take an active role in procedures and initiatives, including but not limited to: WH&amp;S, Project Management, HR Induction, Onboarding etc</li> </ul>	<ul style="list-style-type: none"> <li>Full compliance and advocacy for all points raised</li> </ul>
<p>WHS 5%</p>	<ul style="list-style-type: none"> <li>Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager</li> <li>WH&amp;S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace</li> </ul>	<ul style="list-style-type: none"> <li>All WH&amp;S matters raised with your Manager in the first instance</li> <li>Adherence to all WH&amp;S policies, procedures and instructions</li> </ul>

Key Accountabilities	Tasks	Results – all results are applicable for/related to the upcoming Darwin Festival
	<ul style="list-style-type: none"> <li>Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks</li> <li>Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&amp;S risks</li> </ul>	<ul style="list-style-type: none"> <li>Any Workcover claim (if applicable) is well documented, resolved in best time frame, ensure risk mitigation steps and measures in place</li> <li>Promoter of best practice WH&amp;S at all times</li> </ul>
Compliance 5%	<ul style="list-style-type: none"> <li>Demonstrate 100% compliance with any relevant government legislation</li> <li>Be fully conversant and compliant with all Darwin Festival Policies and Procedures</li> <li>Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks)</li> </ul>	<ul style="list-style-type: none"> <li>No instances of non-compliance</li> <li>Promoter of compliance within the organization at all times</li> </ul>

## Person Specification

Experience	Education	Personal Attributes	Alignment with Organisational Values
<ul style="list-style-type: none"> <li>Demonstrated experience working in a ground transport coordination role and/or a similar role liaising directly with artists and producers</li> <li>Demonstrated high levels of relationship management &amp; customer service – internal and external</li> </ul>	<ul style="list-style-type: none"> <li>Current manual car driver's license with clean driving record essential</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>Strong interpersonal skills – ability to deliver customer service excellence to internal and external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>We ensure a safe and healthy workplace for all</li> <li>We believe in honesty and acting with care, diligence and integrity in everything we do</li> <li>Foster a culture of mutual respect with the proper regard for the rights and dignity of others</li> </ul>

Experience	Education	Personal Attributes	Alignment with Organisational Values
<ul style="list-style-type: none"> <li>• The ability to be flexible within constantly changing daily schedules</li> <li>• Willingness and capacity to work irregular hours</li> <li>• Knowledge of Darwin and the surrounding suburbs highly desirable</li> <li>• Knowledge of working in Datafest desirable</li> <li>• Experience of working at festivals and/or events desirable</li> </ul>		<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration</li> <li>• High level organisational skills</li> <li>• Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others</li> <li>• Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude</li> <li>• Excellent decision-making skills to reduce chances of error</li> <li>• Highly developed leadership and management skills</li> <li>• Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team.</li> <li>• Highly computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others.</li> </ul>	<ul style="list-style-type: none"> <li>• We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals</li> <li>• We are accountable for our actions, performance and behaviours</li> </ul>

## 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	
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