

RISING :

POSITION DESCRIPTION
SEPTEMBER 2021

ROLE :	HEAD OF EXPERIENCE (F&B, DESIGN AND AUDIENCE EXPERIENCE)
TERM :	FULL-TIME, FIXED TERM UNTIL 31 JULY 2022
TEAM :	STAKEHOLDER & DELIVERY
REPORTING TO :	PROJECT DIRECTOR
SALARY RANGE :	\$100,000 + SUPERANNUATION

RISING

[RISING](#) is a surge of art, music and ceremony in the heart of Melbourne.

Taking the place of the Melbourne International Arts Festival and White Night Melbourne, RISING is a major cultural event for the Asia Pacific Region created by a diverse team of local, national and international artists and curators.

Interlocking circles of experience and connection will radiate through the night, as the city re-synchronises and is re-energised with public art, performance and music spanning the emerging and iconic, the epic and intimate.

The festival will also be engaged to run additional projects and will provide the full support and resourcing of the organisation required to successfully deliver these projects.

THE ROLE

Overseeing festival design and food & beverage elements, the Head of Experience will coordinate a cohesive and seamless audience experience across all events. To be successful in this role, you'll ensure an exceptional and consistent standard of delivery, establishing RISING as a festival that places audience comfort, hospitality, and experience as a key part of the brand.

As the Head of Experience, you'll collaborate and strategise with the Projects Director, Project Managers, Creative Producers, Head of Delivery Planning, and Brand and Commercial Department. The role leads delivery teams of F&B and Design experts to develop creative briefs and make budgeting recommendations for the festival program. You'll be responsible for ensuring pivotal audience experience elements consider and integrate event design creative and appropriate resourcing from conception.

You're a stickler for accuracy with high standards and sound judgement, but you also recognise you work with human beings, so you're flexible, open and collaborative—particularly when it comes to competing priorities.

You're able to adapt to a fluctuating workload and a dynamic, demanding work environment. No one holds you to a higher standard than yourself—you believe in personal accountability and understand delegations of authority. You're comfortable and experienced in guiding and setting expectations with your team members.

DAY-TO-DAY, YOU WILL :

DAY TO DAY & EXPERIENCE OVERLAY

- Devise an experience strategy to ensure a consistent, high standard roll out of all audience and public facing elements of the festival
- Oversee the design and F&B delivery elements of the festival, working with the Stakeholder, Delivery Creative and Sponsorship teams to ensure an integrated and budgeted process with a high standard of delivery
- Work with the Stakeholder and Delivery teams to ensure that audience experience is at the forefront of project creation and implementation
- Devise a strategy for commercial partners and stakeholders to be engaged in the overarching experience implementation
- Work with the Head of Delivery Planning and Brand and Commercial to roll out the uniform and dress standard requirements
- Contribute to the delivery of RISING's FairPlay Equity Action Plan as appropriate for your role
- Contribute to accreditation requirements to ensure all requirements are met
- With the Projects Director, scope and recruit a team to deliver the team requirements
- Perform related duties as assigned, within your scope of practice

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PUBLIC ENGAGEMENT

- Design a fully integrated, festival wide experience in consultation with the Stakeholder and Delivery teams and the Head of Delivery Planning
- With the Head of Delivery Planning and Project Managers, devise a staffing plan for audience personnel including FOH, Bar and Security staff to ensure RISING's brand and key values are consistently in the audience experience
- With the Stakeholder Management, devise a strategy to engage the business community including the roll out of city and state-wide initiatives
- Work with Brand and Commercial on merchandising, building into the overarching event delivery and working with Project Managers to communicate requirements

FOOD AND BEVERAGE

- With Commercial & Creative team, develop a food and beverage model to be delivered as part of the festival
- With the Projects Director, Head of Technical Services and Project Managers, scope delivery requirements for F&B infrastructure
- Recruit and manage additional F&B team members to input into the planning and delivery of all food, beverage and hospitality elements of the festival
- With the Commercial team, Head of Delivery Planning and F&B team, scope and deliver all staffing, stock and branded material requirements
- Oversee the F&B budget, working with the Project Managers and F&B team to ensure all information is current and commercially sound
- With the Design team, embed the festival-wide design in the delivery of F&B infrastructure

DESIGN

- Work with the Design team to coordinate a festival wide design overview
- Oversee the design budget across the festival, working with the Creative Head of Design, Festival Design Team and the Project Managers to ensure efficient and cost-effective implementation while achieving a consistent overlay and high standard across the festival
- Work with the Project Management team to install the design overlay at a high standard
- Support the Creative Head of Design and Festival Design Team to devise the festival design, ensuring audience experience is at the forefront of design planning
- With the Head of Delivery Planning and Head of Technical Services, devise a strategy to ensure the festival's design overlay is sourced and disposed of sustainably. Work with the Commercial team to integrate commercial partners into the design overlay
- Work with Brand & Commercial, Head of Design and Festival Design Manager to integrate signage and partner requirements into the design overlay

SKILLS YOU'LL NEED :

- **Managerial:** Sound and proven experience in a comparable management role with strong audience facing, F&B and design strengths, with budget management and reporting responsibilities and the demonstrated potential to develop into more senior roles in the future
- **F&B, Design & Industry:** Extensive knowledge and experience in the presentation of events across the full spectrum of the Events. A working knowledge including some, if not all in design, festivals, and bar operations
- An understanding of the requirements of delivering large-scale events
- **Creative Problem Solving:** An ability to apply expertise and knowledge to identify and develop creative solutions to presenting arts in new and untested environments and contexts
- **Health & Safety:** Strong knowledge of Occupational Health and Safety and Risk Management, particularly as it pertains to event management
- **Systems:** Advanced experience with MS Office (Outlook, Word, Excel, OneNote)
- **Communication Skills:** Superior ability to communicate confidently, warmly, and effectively, verbally and in writing
- **Process Improvement:** Demonstrated experience in process improvement, providing process clarity, and process documentation
- **Relationship Management:** A high level of experience in relationship management
- **Time Management and Planning:** Demonstrated capacity to effectively plan and meet deadlines

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LOCATION

Subject to State Government Covid-19 travel and working from home (WFH) restrictions, the position operates from the RISING office, Level 2, 377 Lonsdale Street, Melbourne. RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place.

ACCESS

RISING is a festival aspiring to be a cultural leader in diversity and inclusion. We want our organisation and program to be a true reflection of our city representing people of diverse abilities, cultures and backgrounds. We encourage applications from First Peoples, those who are culturally and linguistically diverse, and people who have a disability or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email jobs@rising.melbourne.