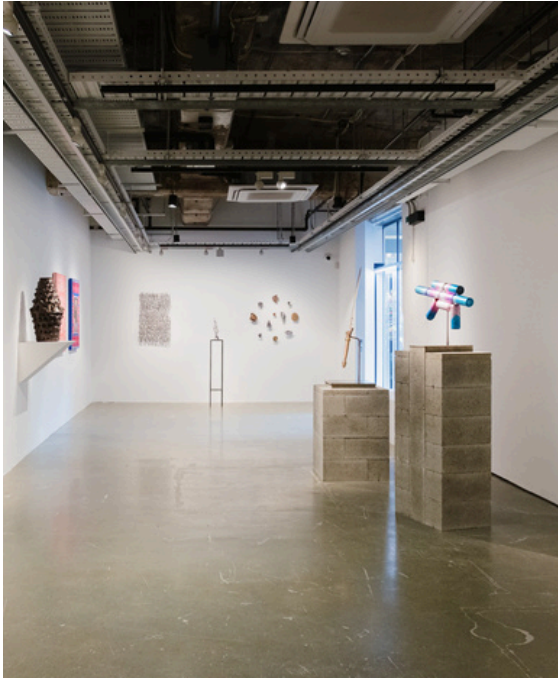


APPLICANT PACK



OPERATIONS & EVENTS ASSISTANT

ABOUT METRO ARTS



Metro Arts is a place of discovery and exchange, connecting artists, audiences and communities to cultivate an open, resilient arts ecology that responds to the present while imagining possible futures.

In 2026-27, Metro Arts is embarking on a deliberate “REWIRING” of our operations, programming and partnerships. This transformational process is strengthening internal systems, deepening philanthropic relationships, embedding entrepreneurial and sustainable practices, and refining strategy to better support artists and future-focused practice. These efforts lay the foundation for the organisation’s next chapter as we approach our 50th anniversary and Brisbane’s Cultural Olympiad for the 2032 Olympic and Paralympic Games.

ART STARTS HERE

Metro Arts is Queensland’s home for artist development in contemporary and experimental practice. For over forty-five years, we have backed artists to take risks, enabled ideas to take form, and supported practices that continue to shape the cultural life of this country.

We work with future-focused artists to experiment, disrupt and evolve their work, with early investment and rigorous collaboration from process to presentation. Through time, space, resources and critical care, we build skills, test new approaches and steward work towards sustainable pathways - locally, nationally and beyond.



ABOUT THE POSITION

The Operations & Events Assistant is a dynamic, multi-faceted role designed to ensure the seamless execution of venue activities and high-quality customer experiences. Acting as a key point of contact for clients, artists and stakeholders, you will manage the end-to-end event lifecycle—from handling initial inquiries and conducting site tours to executing contracts, ticketing, and on-the-ground event support. This role balances administrative precision, such as managing email enquiries, drafting contracts and events briefs, with hands-on operational duties including event delivery, stock management, and ensuring the venue is maintained to a high standard at all times. As a flexible team player, you will support the broader team in delivering outreach strategies and refining operational procedures, all while maintaining a consistent presence during high-stakes weekend and evening events.

Metro Arts is seeking a highly motivated person who thrives in a small collaborative environment. The successful candidate will be a well-rounded proactive administrator with strong customer service and event delivery experience. Hospitality experience is not required but highly regarded.

ROLE PARTICULARS

- Reports to Operations Manager, working closely with the Events & Visitor Experience Coordinator
- Appointment is a fixed term position until the end of 2026, with the opportunity for renewal and growth
- Salary is \$60,000 pro rata, plus statutory superannuation
- This is a part-time position of 0.5 FTE across the term
- 5 weeks annual leave pro rata
- Regular Sunday hours are required, with remaining hours during the week (days to be negotiated)
- The position is based at Metro Arts in West End, Queensland, however may include some work from our satellite site at Norman Park

ABOUT THE POSITION

KEY RESPONSIBILITIES

VENUE HIRE, EVENTS AND ADMINISTRATION

- Support senior staff with efficient responses to venue hire enquiries, working to achieve a high conversion rate, and other venue hire and events-related administration
- Collaborate with senior staff on the end-to-end administration for venue hires, including but not limited to generating estimates, quoting, contracting, invoicing, project coordination, and generation of event documents
- Conduct venue tours, production/event meetings and safety inductions for prospective and confirmed clients
- Coordinate delivery and provide pro-active support to casual staff, clients and stakeholders in the delivery of hires, functions and events, ensuring smooth execution and high-quality guest experiences
- Maintain clear, professional communication with clients and stakeholders throughout the duration of their events

VENUE & BAR OPERATIONS

- Lead front-of-house briefings for casual staff and volunteers to ensure service standards are met
- Ensure the venue is clean, serviced, and presented to a high standard at all times and prepared for client's needs
- Assist with preparation for service, routine stock ordering, stocktakes, and audits as directed

TICKETING SYSTEM

- Coordinate ticket event builds for all ticketed events at Metro Arts
- Work closely with senior staff to ensure all casual staff are fully trained in Box Office procedures and policies, and are kept up to date on internal communications/updates
- Prepare and distribute ticketing reports for all ticketed events
- Respond to all ticketing enquiries, assisting with processing bookings (including complimentary ticket allocations), exchanges, and refunds in line with ticketing policies

OPERATIONAL ADMINISTRATIONS

- Work with senior staff to maintain Metro Arts' software and systems, including Google Suite, ClickUp, Salesforce, Ferve, and Survey Monkey; including training new staff as required
- Coordinate contracting processes, including drafting of Metro Arts' Artistic Program agreements, contractor agreements, partnership agreements, and venue hire agreements, in collaboration with relevant staff
- Maintain statistical data, including audience and artist feedback surveys, and organisational activity statistics
- Undertake other occasional duties which are within the goals and scope of this position description but not specifically listed
- Adhere to the Metro Arts Code of Conduct and other Metro Arts Policies and Procedures

ABOUT THE POSITION

PERSON SPECIFICATION

ESSENTIAL

- Minimum 2 years of demonstrated experience in event delivery, client servicing or administration
- High-level written and verbal communication
- Highly collaborative approach to working
- A self-starter with ability to work autonomously and take initiative
- Strong attention to detail and time management
- Strong administrative skills (including but not limited to, email management, Microsoft 365 and/or Google Workplace)
- RSA, First Aid and CPR certificates (or willingness to obtain prior to employment)
- This position requires a candidate with high flexibility; regular Sunday hours are required, with remaining hours during the week (days to be negotiated), however willingness to work some evenings and weekends is required for event delivery

DESIRABLE

- Experience working in a bar
- Understanding of the small-to-medium arts sector

DATE OF COMMENCEMENT

The ideal date of commencement is early-July 2026 (or sooner); please provide an indication of the earliest date on which you could commence in the role.

APPLICATION TIMELINE

APPLICATIONS CLOSE

WEDNESDAY 20 MAY, 2026 10:00AM (AEST)

- Email your application by Wednesday 20 May, 2026 by 10:00am (AEST) to business@metroarts.com.au
- Please submit your CV, and a Cover Letter of no more than 2 x pages addressing the key selection criteria

INTERVIEWS

- Applicants are required to be available for an interview the week commencing Monday 25 May, 2026
- Interviews are available either in-person (preferable) or online if required

GENERAL INFORMATION

If you have any questions about the role that are not answered by this document please contact Metro Arts' Operations Manager: Shani Gould via business@metroarts.com.au | 07 3002 7100



Everything you imagine is real. (2022). Anna Carey. Giclee Print, 100 x 88cm. Edition 6 (detail).

Metro Arts is committed to equality and diversity, through our program of activities and as an employer. Our practices and procedures aim to reflect the varied needs, expectations and culture of all members of our community. We make every effort to ensure that no member of the community receives less favourable treatment in our recruitment or when accessing our services on the grounds of gender, gender identity, disability, race, religion or belief, age or sexual orientation.



Dedicated to a better Brisbane

Metro Arts Program is supported by the Australian Government through Creative Australia, its funding and advisory body.

Metro Arts is supported by the Queensland Government through Arts Queensland and the Visual Art, Craft and Design Framework, an initiative of the Australian, state and territory governments. The Metro Arts Creative Development Program and Artist in Residence Program is proudly supported by Brisbane City Council. Metro Arts Visual Arts (MAVA) Substation is assisted by Brisbane City Council.