

# SYDNEY FILM FESTIVAL

## POSITION DESCRIPTION

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| <b>Position Title</b> | Ticketing System Administrator                                                                                                                                                                                                                                                                             |
| <b>Reporting to</b>   | CRM & Ticketing Manager                                                                                                                                                                                                                                                                                    |
| <b>Remuneration</b>   | \$65,000.00 pa (+ Superannuation)                                                                                                                                                                                                                                                                          |
| <b>Hours of Work</b>  | 5 days per week, Monday to Friday, 9am – 5pm with an understanding that Festival work will require some out of hours work which is considered for in the remuneration. 4 days of additional work will be compensated for weekend work during the Festival period. This role is based in The Rocks, Sydney. |
| <b>Contract Dates</b> | 11 February – 19 June 2026                                                                                                                                                                                                                                                                                 |

Sydney Film Festival (SFF) is one of the longest running events of its kind in the world. Each year the Festival brings the best new local and international films to audiences in Sydney. As well premiere features from over 60 countries, SFF screens short films, Australian films, documentaries and archive titles. The festival hosts a number of awards to recognize excellence in filmmaking, including the Official Competition, Dendy Awards for Australian Short Films, (which are Academy Award eligible) and Documentary Australia Foundation Documentary Prize.

Sydney Film Festival, now entering its 73<sup>rd</sup> year, is scheduled for 12 days between 3 – 14 June 2026 in locations across the Sydney CBD, Cremorne, Randwick and Inner West, screening 350 sessions of over 200 films.

The Travelling Film Festival (TFF) operates all year, taking weekend festivals to 19 venues across regional NSW, Queensland and the Northern Territory.

## OVERVIEW OF THE POSITION

The Marketing and Ticketing teams are responsible for the successful promotion of all aspects of the festival, including film, program strands and non-film events. They carry the primary responsibility for achieving sales and attendance targets and runs all advertising, publicity, promotional and ticketing activity for SFF, the TFF and related corporate areas including Development and Philanthropy.

The Ticketing System Administrator is responsible for supporting the CRM & Ticketing Manager with the successful running of the Ferve Ticketing System. This involves facilitating the sale of subscriptions, flexipasses and single ticket sales across multiple venues through system maintenance, reporting and updates. The candidate will be required to work all dates of the Festival (3-14 June 2026) in the day/evening and occasional weekends post SFF launch. Time in Lieu and salary will reflect these additional hours.

This is a great opportunity for a people with box office experience to have a hands-on role with systems, databases and back-end logistics of ticketing processes.

## **KEY RESPONSIBILITIES**

- Act as a senior member of the ticketing team, steering processes and systems to ensure a smooth ticketing and customer experience for the 2026 Festival.
- Using Ferve Ticketing software, build all ticketed events and session, including all price-types, holds etc.
- Supervise subscription sales, including processing payments, seat map allocation & sending collateral to subscribers.
- Assist with the sale of subscription, Flexipasses and single ticket sales over multiple venues and the distribution of these tickets to patrons.
- Ensure on-going maintenance of the customer database as it relates to the ticket sales data information.
- Developing and executing system testing to ensure all sales sources (web, app, phone, in person) have a seamless customer experience embedded into all customer purchase journeys.
- Assist with maintaining the Ferve Ticketing System and website updates.
- Provide superior standard of customer service at all times.
- Support CRM & Ticketing Manager with recruitment, training & leadership of Ticketing Coordinators and casual box-office staff, ensuring policies and procedures are communicated and adhered to.
- Support box office staff with exchanges, refunds & customer service as needed.
- Being a senior point of escalation for major customer complaints.
- Support TFF sales enquiries.

## **KEY SELECTION CRITERIA**

### **Essential**

- Experience within a major event or Festival, which offered a wide range of ticket and booking options including subscriptions; multi-ticket purchase platforms as well as a large volume of single tickets.
- A minimum of three years ticket sales experience (experience with Ferve highly regarded).
- Exceptional attention to detail.
- Experience in developing customer service protocols and procedures.
- Excellent verbal and written communication skills, including proofing ability.
- Strong computer skills including experience in using Microsoft Office products (Intermediate Excel, Word); working with databases in an office environment.
- Experience working collaboratively as part of a team in a busy event environment.
- A flexible attitude to working hours.
- Proven ability to work in a high-pressure environment, with competing priorities, stakeholders and deadlines.

### **DESIREABLE**

- An interest in film and the film industry, and/or live cultural events.
- Experience with Ferve, Salesforce, Wordpress and/or Eventful.

## **CORE COMPETENCIES**

- Self-starting: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision
- Interpersonal: Skilled at building rapport, understanding others needs and developing effective working relationships
- Team Focus: Is committed and skilled at working with and assisting others to achieve positive outcomes
- Flexible: Demonstrates a willingness to take on new challenges, roles and responsibilities and adapt positively to changing working conditions and priorities

## **To apply**

Please send your CV and cover letter addressing the selection criteria to CRM & Ticketing Manager, Windsor, via email [info@sff.org.au](mailto:info@sff.org.au)

Applications close 9am Monday 8 December 2025

Interviews to commence shortly after application closing date