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Position title	CRM and Ticketing Manager, Tessitura
National Gallery level	NGA Executive Level 1
Position number	Position No. 3700
Employment type	Ongoing – Full-time
Department	Tessitura
Portfolio	Marketing, Communications and Visitor Experience
Immediate supervisor	Assistant Director, Marketing, Communications and Visitor Experience
Direct reports	Tessitura Support Officer
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

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## **ABOUT THE GALLERY**

The National Gallery is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to inspire creativity, inclusivity, engagement and learning through artists and art. Our Mission is to lead a progressive national cultural agenda by championing art and its value in our lives. Our Values include excellence, creativity, courage, respect, and accountability.

## **WORKING AT THE GALLERY**

When you work at the National Gallery you will be exposed to some of the world’s leading Australian and international art and artists. We are located in the parliamentary triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encouraged from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

## **OVERVIEW OF THE ROLE**

The CRM and Ticketing Manager, Tessitura, works collaboratively across the organisation with accountability for building and fostering positive engagement with the Tessitura system, developing sound business processes, and translating business requirements as they relate to the system. The position is responsible for communicating information and updates about the Tessitura system, scoping opportunities for optimisation, developing and delivering the Gallery's Tessitura strategy in line with organisational objectives.

Tessitura is one of the National Gallery's enterprise systems, and is utilised for customer relationship management, exhibitions and event ticketing, public programs, fundraising and membership. The CRM and Ticketing Manager, Tessitura will oversee the development, management and optimisation of Tessitura and related systems across the Gallery.

The role is responsible for contract management and vendor relationships, oversight of system upgrades and leading the development and delivery of customisation projects.

This position reports to the Assistant Director, Marketing, Communications and Visitor Experience and is responsible for the Tessitura Support Officer.

This position is an ongoing, full-time role with the Marketing, Communications and Visitor Experience Portfolio.

## **OUR IDEAL CANDIDATE**

Our ideal candidate has a strong grasp and knowledge of best practice CRM and ticketing principles combined with a willingness and ability to innovate when needed to achieve desired outcomes. Experience of Tessitura or similar system is highly desirable.

Our ideal candidate possesses the ability to positively engage with stakeholders, listen and understand requirements and provide guidance and influence decisions to produce the most appropriate long term and sustainable solutions for the National Gallery. You will have the knowledge and communication skills to be able to work effectively with multiple levels and degrees of business and technical expertise throughout the organisation.

You will have expertise in the delivery and management of complex business systems and the ability to articulate and translate business requirements. This will include demonstrated project management experience including managing business risk, budgets, scheduling and reporting requirements in line with organisational policies and guidelines.

You are a self-motivator who takes initiative and is solutions-orientated when faced with a challenge. You will bring a customer services mindset and proven ability to build and maintain productive working relationships, including leading and influencing a diverse group of stakeholders to collaborate and achieve project goals and milestones.

This role requires the ability to think and act strategically, but the occupant should not be averse to get into the detail and do whatever it takes to deliver.

## **WHAT WILL YOU DO?**

In accordance with the APS Executive Level 1 work level standards, you will:

1. Provide leadership and manage the effective use of the Tessitura system and related applications by departments across the Gallery.
2. Develop the Gallery's Tessitura strategy including the setting of priorities for development and overseeing the successful delivery of analytics, optimisations and customisation projects.
3. Maintain high standards of organisation and exceptional communication and collaboration to foster positive engagement with the system internally, and excellent vendor relationships externally.
4. Oversee the development and maintenance of standard operating procedures, training strategies and protocols to guide organisational use of the system.

5. Manage exhibition ticket build processes to ensure accurate representation of event product and pricing details and a positive user experience on the web interface.
6. Monitor system use, data integrity and overall system health providing reports to senior management, and where necessary, implementing programs of work to address areas for improvement.
7. Represent Gallery in the Tessitura community, keeping abreast of system updates, changes and relevant opportunities. Research, recommend, establish and maintain best practices in the use, optimisation and ongoing maintenance of the Tessitura platform.

## WHO ARE WE LOOKING FOR ?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

1. **Inspire a sense of purpose and direction** by providing others with directions regarding the purpose and importance of their work. You will be able to illustrate the relationship between operational tasks and the Gallery's organisational goals.
2. **Builds organisational capability and responsiveness** when reviewing project performance and focuses on identifying opportunities for continuous improvement. You will be able to identify key talents to support performance and can remain flexible and responsive to changes in project requirements.
3. **Nurture all internal and external relationships.** You will be able to build and sustain all relationships with a network of key people internally and externally. You can proactively offer assistance for a mutually beneficial relationship between stakeholders, while also anticipating and will be responsive to internal and external stakeholder needs.
4. **Communicate clearly** and confidently present all messages in a clear, concise, and articulate manner. You will focus on key points and use appropriate, unambiguous language when communicating with stakeholders. You can select the most appropriate medium for conveying information and structure your written and oral communication to ensure clarity when communicating.
5. **Steer, implement change and deal with uncertainty** by establishing clear plans and timeframes for project implementation and outlining any specific activities. You are able to respond in a positive and flexible manner to change and uncertainty. You will share information with others and assist them to adapt to this ever-changing environment.
6. **Ensure closure and deliver on intended results** by seeing all projects through to completion. You will monitor your project progress and make adjustments to the plan as required. You are committed to achieving quality outcomes and ensuring all documentation and procedures are maintained through the development and delivery of projects.

## HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section.

Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

To apply for this role please forward your application to [recruitment@nga.gov.au](mailto:recruitment@nga.gov.au).

**Qualifications, Certifications and Registrations**

To be eligible for this role you **must**

- hold Australian Citizenship, and
- satisfy a police check

Role specific mandatory qualifications certification and/or registrations include:

- Relevant qualifications in Information Technology, Database Management, Business Communication or Project Management is desirable

**Contact**

Further information about the position may be obtained by contacting Susie Barr on +61 2 6240 6472 or [Susie.Barr@nga.gov.au](mailto:Susie.Barr@nga.gov.au).