

# MSO

## Corporate Partnerships Coordinator

INFORMATION FOR CANDIDATES, JANUARY 2020



# Melbourne Symphony Orchestra

## About the Melbourne Symphony Orchestra

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The MSO is one of Australia's leading orchestras and each year engages more than 5 million people through over 150 live performances, recordings, and TV/radio broadcasts. From its first performance in 1906 the Melbourne Symphony Orchestra has offered the very best in orchestral music and collaborates with guest artists and arts organisations from across the world.

The MSO was the first professional orchestra to represent Australia internationally in 1965. Recent and coming international engagements include Europe and the UK (2014 & 2020), China (2016 & 2018), Indonesia (2017) and USA in 2019. The MSO's Chief Conductor is Sir Andrew Davis, Associate Conductor Benjamin Northey, and Cybec Assistant Conductor Tianyi Lu.

The MSO performs a variety of concerts ranging from core classical performances at its home, Hamer Hall at Arts Centre Melbourne, to its annual free concerts at Melbourne's largest outdoor venue, the Sidney Myer Music Bowl. The MSO also delivers innovative and engaging programs to audiences of all ages through its Education and Outreach initiatives.

Sir Andrew Davis gave his inaugural concerts as the MSO's Chief Conductor in 2013, having made his debut with the Orchestra in 2009. Highlights of his tenure have included collaborations with artists such as Bryn Terfel, Emanuel Ax, Truls Mork and Renee

Fleming, and the Orchestra's European Tour in 2014 which included appearances at the Edinburgh Festival, the Amsterdam Concertgebouw, the Mecklenburg-Vorpommern Festival and Copenhagen's Tivoli Concert Hall. Further current and future highlights with Sir Andrew Davis include a complete cycle of the Mahler symphonies.

The MSO also works with Associate Conductor Benjamin Northey and the Melbourne Symphony Orchestra Chorus, as well as with such eminent recent guest conductors as Thomas Ades, John Adams, Tan Dun, Charles Dutoit, Jakub Hrůša, Mark Wigglesworth, Markus Stenz and Simone Young. It has also collaborated with non-classical musicians including Burt Bacharach, Nick Cave, Sting, Tim Minchin, Ben Folds, DJ Jeff Mills and Flight Facilities.

The MSO reaches a wider audience through regular radio broadcasts, recordings and CD releases, including a Strauss cycle on ABC Classics which includes *Four Last Songs*, *Don Juan* and *Also sprach Zarathustra*, as well as *Ein Heldenleben* and *Four Symphonic Interludes* from *Intermezzo*, both led by Sir Andrew Davis. On the Chandos label the MSO has recently released Berlioz' *Harold en Italie* with James Ehnes and music by Charles Ives which includes Symphonies Nos. 1 and 2, as well as a range of orchestral works including *Three Places in New England*, again led by Sir Andrew Davis.



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## Position Description

<b>Job Title</b>	Corporate Partnerships Coordinator	<b>Date</b>	January 2020
<b>Department</b>	Partnerships	<b>Reports to</b>	Senior Manager, Corporate Partnerships
<b>Location</b>	MSO Southbank Offices	<b>Role Status</b>	Full Time

### 1. POSITION PURPOSE

This role provides essential customer service, operational and administrative support to the Partnerships team, with particular emphasis on current and prospective commercial partners of the MSO.

Core responsibilities include acting as a conduit between MSO and MSO's corporate partners, providing essential administrative support as well as ensuring timely monitoring, delivery and reporting of partnership activation plans and outcomes (including events, some of which will be cross departmental collaborations), and interacting with other MSO departments and stakeholders as required/appropriate to ensure polished and professional service delivery.

The role will also provide support to the wider corporate partnerships team as required, particularly during peak activity periods. Due to both MSO's business model and the nature of the role after hours and weekend work will be required at times.

### 2. MSO VALUES and BEHAVIOURS

<b>Excellence</b>	We are the best we can be, artistically and commercially.
<b>Leadership</b>	We lead by example as proud and passionate advocates of our art form and our people, in Australia and on the global stage.
<b>Innovation</b>	We are creative and seek new ways to inspire and engage our stakeholders.
<b>Collaboration</b>	We are one orchestra, and work cohesively with our partners and communities to achieve our goals.
<b>Respect</b>	We respect all those with whom we interact. We are ethical, honest, and transparent.
<b>Accountability</b>	We are responsible and accountable.
<b>Diversity</b>	We reflect the diversity of our stakeholders to remain relevant, vibrant and inclusive, and engage all aspects of the Victorian community we represent.

### 3. DIMENSIONS and WORKING RELATIONSHIPS

<b>Reports to</b>	Senior Manager, Corporate Partnerships
<b>Direct working relationships</b>	<ul style="list-style-type: none"><li>• MSO Corporate Partners</li><li>• Senior Manager, Corporate Partnerships</li><li>• Events Manager, and wider Corporate Partnerships team</li><li>• Philanthropy department</li><li>• Operations department</li><li>• External stakeholders and suppliers (including venues)</li><li>• Other internal departments as required</li></ul>

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### 4. MAJOR RESPONSIBILITY AREAS

The main responsibilities of the Commercial Partnerships Coordinator are:

- Customer Service
  - Administration, Analysis and Reporting
  - Budget Tracking and Reconciliation
  - Stakeholder Management
  - Occupational Health and Safety
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### 5. KEY RESULT AREA

#### MAJOR ACTIVITIES

#### Customer Service

- Support and coordinate partnership service delivery, especially terms of activation plans, day to day transactions, administrative matters and queries;
  - Work with internal team members to coordinate and deliver a range of partnership entitlements/activities as contractually agreed;
  - Act as a polished and professional ambassador for the Company, its values and objectives.
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#### Administration, Analysis and reporting

- Support the Senior Manager and Manager, Corporate Partnerships with the preparation and execution of partnership related correspondence, including letters, proposals, submissions and acquittal reporting in a timely and accurate fashion;
  - Maintain clean and accurate partnership records (Utilising Tessitura);
  - Provide partnership reports/acquittals using standard templates;
  - Develop/refine appropriate and polished templates as required.
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#### Budget Tracking and Reconciliation

- Monitor and maintain activation budgets as per contractual agreements;
  - Process, record and track partner and related supplier invoices and purchase orders to ensure appropriate budget thresholds are maintained, as well as ensuring appropriate adherence to MSO finance protocols.
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#### Stakeholder Management

- Build and maintain strong stakeholder relationships to drive world-class best practice partner relationships and communications from the MSO with internal and external stakeholders.
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#### Occupational Health and Safety

- Work with management and other team members to ensure that all occupational health and safety (OHS) risks are minimised through awareness and appreciation of safe working practices.
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#### Other

- Assist with general administrative and customer service activities/projects within the broader sales and commercial team as required during peak activity periods, from time to time.
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### 6. DECISION MAKING AUTHORITY

The position holder works under the general direction of the Senior Manager, Corporate Partnerships.

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### 7. ESSENTIAL CRITERIA

- Previous experience within an account coordination/servicing role;
  - Exceptional customer service and communication skills;
  - Able to take direction from project owners and deliver to deadlines;
  - Able to work independently and as part of a team;
  - Well-developed literacy and numeracy skills, combined with solid administrative skills and experience.
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### 8. DESIRABLE CRITERIA

- Understanding of the arts sector and/or experience working with arts organisations;
  - Formal qualifications in business or marketing would be highly regarded;
  - Previous experience in using Tessitura or similar CRM data bases would be very valuable.
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### 9. PERSONAL CHARACTERISTICS

- Exceptional attention to detail, combined with strong organisational skills and an ability to take into account broader strategic considerations;
  - Lateral thinking, perseverance and initiative;
  - A naturally collaborative and approachable interpersonal style;
  - A mature, balanced and resilient demeanour;
  - The ability to balance multiple competing priorities in a calm, logical and outcome oriented way;
  - Commitment to a standard of design and technical accuracy;
  - An appreciation of orchestral music.
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### 10. POSITION DESCRIPTION MAINTENANCE

<b>Date of last review</b>	January 2019
<b>Conducted By:</b>	Guy Ross, Chief Operating Officer Jayde Walker, Senior Manager, Corporate Partnerships
<b>Date for next review:</b>	January 2021

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# Melbourne Symphony Orchestra

## Recruitment Process

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This is an excellent time to be joining the MSO and a fantastic opportunity for a passionate arts professional. Working closely with a small but dedicated team, this role will be well-suited to someone looking to make a positive contribution to a much-loved cultural icon of Melbourne and Australia.

### Key dates

Applications close 5pm Friday 7 February

Preferred start date as soon as possible

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### How to apply

To apply for this position please forward a covering letter, current resume and short statement addressing each of the essential criteria via email, with the subject line CORPORATE PARTNERSHIPS COORDINATOR APPLICATION – YOUR NAME, to:

**Michael Stevens, Human Resources Coordinator**

Email: [jointheteam@mso.com.au](mailto:jointheteam@mso.com.au)

Referees will be sought from candidates following the interview process.

Unsuccessful candidates will be notified via email on the completion of the recruitment process.

No agency applications will be considered at this time.

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### Contact

For further confidential conversation about this opportunity please contact

**Jayde Walker, Senior Manager, Corporate Partnerships**

Telephone: +61 417 864 702

Email: [walkerj@mso.com.au](mailto:walkerj@mso.com.au)

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