

Job Title: Assistant Manager (2 positions)
Department: Shaw Auditorium Unit, Office of the President
Job ID: 10043

Job Posting Details

The Shaw Auditorium (SA) is not only home to HKUST's arts and cultural activities but also an iconic landmark for a wide range of events and activities, providing flexibility and possibilities to create a vibrant landscape of dynamism at the University. The Shaw Auditorium Unit (SAU) is charged to manage the SA as a central venue facility on the university-wide basis, including program development, planning and execution as well as overall venue operation of the SA. It is an ideal platform for capable individuals to develop their careers. More information about the SA is available at <https://shaw-auditorium.hkust.edu.hk>.

The SAU is now seeking highly motivated individuals with a positive work attitude to join our management team as Assistant Managers. The successful candidates will be responsible for the following main duties:

Concentration 1:

- Formulating and implementing development plan for opening and/ or enhancing market channels internally within the university community and externally with the larger community in Hong Kong and beyond e.g., the Greater Bay Area, with a view to building core audience base to the SA.
- Developing and implementing comprehensive marketing plans to promote a diverse range of events to various target groups through online and offline channels.
- Assisting in the creation and execution of marketing initiatives across a variety of communication and digital channels for SA brand building, program promotion, and audience building.
- Coordinating the design, development, and production of marketing collaterals, including contributing to copywriting and translation.
- Maintaining and expanding the database of different target groups.

Concentration 2:

- Formulating stakeholder engagement strategy internally within the university community and externally with the larger community in Hong Kong and beyond e.g., the Greater Bay Area with a view to paving the way for elevated visibility of the SA and for further collaborative opportunities.
- Managing venue bookings and handling incoming inquiries from internal and external parties, providing accurate and helpful information to facilitate venue booking requests.
- Following up on the entire venue booking procedure by issuing and processing relevant documents.
- Collaborating with the SAU, SA Technical Team, other internal teams, and venue users to coordinate booking logistics, execution, and operation of events.
- Maintaining the venue booking schedules systematically, and providing venue usage data and relevant analysis regularly.

- Provide support in housekeeping for committees and working groups pertaining to the work scope of the Shaw Auditorium Unit.

Other Duties for Both Posts:

- Coordinating various programs, including performances, screenings, exhibitions, seminars, ceremonies, etc., organized by internal or external users at the SA. Responsibilities include monitoring timelines and schedules, budgeting, procurement, promotion, ticketing, coordinating with the technical and production team for technical support, organizing front-of-house operations, managing manpower, and handling related administrative work to ensure the effective execution of all programs.
- Supervising and coaching staff members in particular areas of work or program coordination and taking on responsibilities related to venue operations and facilities management.
- Handling administration, budget management, and procurement responsibilities required for the relevant areas of work or projects.
- Performing any other duties and responsibilities as assigned.

Applicants should possess a bachelor's degree and have a minimum of 5 years of full-time work experience after graduation. The two concentrations, possibly in varying degree of combinations would be assigned by the SAU management as they see fit with the final appointees' credentials. For Concentration 1, experience in business development, marketing, communications, event management, arts administration, or related disciplines is preferred. For Concentration 2, experience in stakeholder engagement, performing venues, customer services, event management, arts administration, or related disciplines is preferred. Knowledge or prior experience in venue operations/management would be an advantage. Immediate availability would also be an advantage.

The ideal candidate should be a communicative and motivated individual who is able to manage multi-tasking with a flexible mindset to undertake different responsibilities; have excellent command of both written and spoken English and Chinese (fluency in Putonghua is an asset); good administrative and interpersonal skills; a strong sense of responsibility; the ability to work independently and flexibly but also as a strong team member; and an outgoing personality. Demonstrated passion in arts and cultural management is expected. Working outside normal office hours is required occasionally. (Duration: 2 years, renewable)

Starting salary will be commensurate with qualifications and experience. Fringe benefits including annual leave, medical and dental benefits will be provided. A gratuity will be payable upon successful completion of contract.

Application Procedure

In support of a green work environment, we accept applications submitted online only. To apply, please complete an online application form through the HKUST Careers website (<https://hkustcareers.ust.hk>) and return it online to the Human Resources Office on or before **Wednesday, 31 July 2024**. **Please indicate your interest in either Concentration 1 or Concentration 2 in your application.** Applicants will receive an acknowledgement by email upon successful submission. We thank applicants for their interest, but advise that only shortlisted candidates will be notified of the result of the application.

(Information provided by applicants will be used for recruitment and other employment-related purposes. Applicants should read the [Personal Information Collection Statement](#) before submission of application.)

HKUST is an equal opportunities employer and is committed to our core values of inclusiveness, diversity, and respect.

Human Resources Office