

2026 Casual Festival Team

Job Pack

North Australian Festival of Arts (NAFA) is seeking dedicated, hard-working, fun and vibrant team for a number of casual roles during the Festival period of 24 September – 11 October 2026. We have multiple positions available in the following areas:

- Box Office Manager (01 Sep – 12 Oct)
- Box Office Team (16 Sep – 11 Oct)
- Front of House Team (23 Sep – 11 Oct)
- Site Crew (14 Sep – 24 Sep & 12 Oct – 16 Oct)

While the majority of shifts will be based at the Festival Hub in Strand Park, North Ward, additional work at other venues across the city may be required.

This job pack includes detailed descriptions for each position.

ABOUT NORTH AUSTRALIAN FESTIVAL OF ARTS

The North Australian Festival of Arts (NAFA) is an annual celebration of arts, culture, inclusion, and community. With world-class programming each year, NAFA not only enriches the local community but also strengthens Townsville's standing as a destination for artistic excellence.

NAFA celebrates the heart and soul of North Queensland by bringing communities together through brave, inclusive, and innovative artistic experiences. It is a festival that amplifies diverse voices, nurtures artists and creativity, and inspires deep connections – showcasing the best of regional Queensland to the world.

ORGANISATIONAL CULTURE

As a workplace, we wish to foster contagious positive energy and sense of connection. We are fast paced, but we care for our team and acknowledge the importance of mental and physical health. We want to ensure all contributors feel seen, supported and celebrated.

COMMITMENT TO EQUITY

We acknowledge the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Bahhun and Nywaigi as the Traditional Owners of the land where our festival takes place. We honour their cultures, ancestors, and Elders. We recognise that First Nations people from this land and throughout Australia were the original dancers, poets, singers, musicians and artists.

NAFA values the importance of diversity across cultural heritage, ability, gender, sexuality, and age. We warmly encourage applications from First Nations people and individuals from culturally and linguistically diverse backgrounds. We work hard to embed equity and diversity throughout our organisation and we strive to create a safe and positive working environment for our team. We understand the need for flexible working opportunities, including for those with caring responsibilities.

If this application format isn't accessible for you, please get in touch and let us know what alternative format would suit you best. Upon engagement, we can work with team members with additional needs to consider reasonable workplace adjustments to ensure access needs are met. If you have any questions about accessibility, please contact our team on 0466 707 042 or info@nafa-tsv.com.au.

APPLICATION PROCESS

To apply for any of these roles, please follow the link below to fill in the application form, this will take you about 5 – 10 minutes to complete. **Applications close on 7th of August.**

[APPLY HERE](#)

We will then conduct short online interviews with potential candidates. Please let us know if you have any accessibility requirements for the interview.

If you have any questions about this job pack, please email info@nafa-tsv.com.au or call 0466 707 042.

NORTH AUSTRALIAN FESTIVAL OF ARTS

**25 SEPT -
11 OCT 26**

Role:	Box Office Manager
Locations:	NAFA HQ – 6 Sir Leslie Thiess Drive, Townsville City Festival Hub – Strand Park, North Ward Other Festival Venues - Various locations around Townsville
Duration:	01 Sep – 12 Oct
Reports To:	Marketing Manager
Key Responsibilities:	• Act as first point of contact for the NAFA customer base by managing all phone calls and email enquiries from customers and resolving these directly wherever possible; referring any matter beyond their authority or requiring a decision outside standard procedures to the Festival Directors. • Manage complimentary tickets under the direction of the Marketing and Development team. • Liaise with ticket hosting platform to resolve any technical issues as required. • Manage a variety of administrative tasks as requested to assist managers with the day to day running of the festival. • Manage the day to day running of the box office, including team rosters, team workflow, trouble shooting and general admin. • On the fly problem solving in potentially high-pressure situations. • Give clear and considered direction to other box office team members when required. • Manage ticket reporting and artist accreditation processes. • Provide ticket customer services updates to Festival Directors and Site Managers when requested. • Assist with artist transfers if required (must have class C drivers licence, this desirable but not required). • Be able to provide venue and show information and general details in order to help satisfy a patron's inquiry. • Contribute to our constructive workplace culture by working cooperatively with other team members, helping each other and learning from each other. • Follow reasonable instructions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event. • Ensure that your obligation with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed. • Present with a neat and tidy appearance.
Core Competencies:	• Demonstrate leadership skills and the ability to act independently and take initiative. • Demonstrated customer service skills, the ability to speak confidently and deal with difficult customers with a professional and positive attitude. • Well-developed computer skills including Microsoft Office suite of products.

NORTH AUSTRALIAN FESTIVAL OF ARTS

**25 SEPT -
11 OCT 26**

	• Administration skills including attention to detail, decision-making skills, organisational skills and great time management. • Basic literacy & numeracy skills, previous cash handling and EFTPOS experience. • Excellent punctuality record and flexible availability to work day or night, including weekends.
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Role:	Front of House
Locations:	Festival Hub – Strand Park, North Ward Curated Program – Various locations around Townsville
Duration:	23 Sep – 11 Oct
Reports To:	Venue Manager
Key Responsibilities:	• Deliver ushering services to patrons, including checking and scanning tickets, directing patrons to their seats and monitoring safety. • Be able to provide venue and show information and general details in order to help satisfy a patron's inquiry. • Sometimes be called upon to sell programmes and/or merchandise for a performance. This may require counting of stock, cash handling, use of EFTPOS machine, and balancing/reconciling sales figures. • Provide assistance to patrons as required. • Respond appropriately in an emergency. • Assist with general tasks around the venue as directed, including cleaning, re-setting venues, handing out brochures, assisting artists and general housekeeping. • Attend mandatory induction session. • Assist with artist transfers if required (drivers must have class C drivers licence, this is desirable but not required) • Contribute to our constructive workplace culture by working cooperatively with other team members, helping each other and learning from each other. • Follow reasonable instructions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event. • Ensure that your obligation with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed. • Present with a neat and tidy appearance.
Core Competencies:	• Demonstrated customer service skills, the ability to speak confidently and deal with difficult customers with a professional and positive attitude. • Good sight, hearing and mobility in order to assist patrons when needed, including in a low-light environment.

NORTH AUSTRALIAN FESTIVAL OF ARTS

**25 SEPT -
11 OCT 26**

	• Basic literacy & numeracy skills, previous cash handling and EFTPOS experience. • Basic knowledge of the performing arts industry. • Excellent punctuality record and flexible availability to work day or night, including weekends.
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Role:	Box Office
Locations:	NAFA Office – 6 Sir Leslie Thies Drive, Townsville City Festival Hub – Strand Park, North Ward Other Festival Venues - Various locations around Townsville
Duration:	16 Sep – 11 Oct
Reports To:	Box Office Manager
Key Responsibilities:	• Assist patrons with the purchase of tickets and assist them with planning their Festival calendar. • Provide venue and show information and general details to patrons and artists. • When Box Office Manager is not present, serve as main point of contact for NAFA customer base by managing phone calls and email enquiries from customers and resolving these directly wherever possible; referring any matter beyond their authority or requiring a decision outside standard procedures to the Festival Directors. • Complete administrative tasks as requested to assist managers with the day to day running of the festival. • Monitor and answer NAFA phones, assisting with enquiries and returning messages. • Monitor and assist with responding to the NAFA ticketing email. • Update ticketing platform and show information online when required. • Sell programmes and/or merchandise for a performance. This may require counting of stock, cash handling, use of EFTPOS machine, and balancing/reconciling sales figures. • Assist with general house-keeping tasks around the festival hub. • Respond appropriately to an emergency. • Attend mandatory induction session. • Assist with artist transfers if required (must have class drivers licence) • Contribute to our constructive workplace by cooperatively with other team members, helping each other and learning from each other. • Follow reasonable directions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event. • Ensure that your obligation with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed.

NORTH AUSTRALIAN FESTIVAL OF ARTS

**25 SEPT -
11 OCT 26**

	• Present with a neat and tidy appearance.
Core Competencies:	• Demonstrated customer service skills, the ability to speak confidently and deal with difficult customers with a professional and positive attitude. • Well-developed computer skills including Microsoft Office suite of products. • Administration skills including attention to detail, decision-making skills, organisational skills and great time management. • Basic literacy & numeracy skills, previous cash handling and EFTPOS experience. • Excellent punctuality record and flexible availability to work day or night, including weekends.

Role:	Site Crew
Locations:	Festival Hub – Strand Park, North Ward
Duration:	14 Sep – 24 Sep & 12 Oct – 16 Oct
Reports To:	Site Manager
Key Responsibilities:	• Follow instructions from Site Manager and other supervisors promptly and accurately, adjusting tasks as priorities shift throughout the day • Assist with the delivery, unloading and positioning of festival infrastructure • Assist with the installation and dismantling of the Spiegeltent • Move, carry, and stack equipment, furniture, and materials to designated areas as directed • Install and remove signage, wayfinding markers and site demarcation • Support the placement of temporary power, lighting, and cabling under the guidance of qualified personnel • Keep pathways, loading zones, and work areas clear and safe during high-traffic bump in/out periods • Report hazards, damaged equipment, or safety concerns to the Site Manager immediately • Assist with waste management set up and breakdown including bins, skips, and recycling stations • Perform manual handling tasks in line with safety procedures • Assist with site restoration during bump out i.e. returning site to its original condition. • Communicate clearly with team members and supervisors, flagging any delays or issues that may affect the schedule • Comply with all site safety requirements, including PPE use, signing in/out and adherence to risk assessments or safe work method statements

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**25 SEPT -
11 OCT 26**

Core Competencies:	• Able to perform sustained manual labour, lifting, and repetitive tasks, outdoors and in variable weather conditions • Listens carefully, follows directions accurately and asks clarifying questions when needed • Works at a pace to meet tight bump in/our deadlines without compromising safety or quality • Understands and applies safe manual handling practices, PPE requirements and general site safety protocols • Excellent punctuality, reliability and flexibility • Basic tool and equipment handling • Communicates clearly and respectfully with supervisors and other team
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