

**Position Description: Administration and Facilities Assistant (February 2021)**

<b>Primary purpose</b>	Ensure the smooth day-to-day running of the WAC. This includes enquiries, enrolments, membership, sales, accounts, supplies, media presence, collateral, presentation of facilities. Design targeted promotional materials & strategies in all media.
<b>Reports to</b>	General Manager
<b>Direct reports</b>	Nil
<b>Skills/attributes</b>	<ul style="list-style-type: none"> <li>• High level of customer service skill</li> <li>• High level administration skills</li> <li>• Demonstrated ability to perform in a team and exercise individual initiative</li> <li>• Excellent written and verbal communications skills.</li> <li>• Excellent organisational skills and attention to detail</li> <li>• Proficient in Microsoft suite</li> <li>• Proficient Adobe Suite – Indesign &amp; Photoshop</li> <li>• Good problem solving and time management skills</li> <li>• Can do attitude</li> <li>• An understanding and appreciation of the arts and arts education.</li> <li>• Multitasking and working to deadlines</li> </ul>
<b>Required qualifications/ Clearances</b>	<ul style="list-style-type: none"> <li>• Current 'Provide First Aid' (St John) or equivalent qualification.</li> <li>• NSW Working with Children Check (WWCC) Clearance.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Relevant Tertiary qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2-3 years' experience in administration.</li> <li>• Demonstrated customer service experience</li> <li>• Microsoft Suite</li> <li>• Adobe Suite – InDesign &amp; Photoshop</li> <li>• Maintaining office equipment, systems and supplies.</li> </ul>
<b>Key Accountabilities</b>	<b>Details (Additional duties required from time to time.)</b>
<b>1. Friendly Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide a friendly customer service to all who come in contact with the WAC.</li> <li>• Answer enquiries from the window, phone and email in a prompt and friendly manner.</li> <li>• Process payment of enrolments, gallery sales and memberships.</li> </ul>
<b>2. Office administration</b>	<ul style="list-style-type: none"> <li>• Supply tutors with class attendance &amp; WHS rolls</li> <li>• Maintain tidiness and cleanliness of interior &amp; exterior spaces</li> <li>• Photocopying</li> <li>• Mail</li> <li>• Filing</li> <li>• Record keeping</li> <li>• Data entry ie. enrolment system &amp; MYOB</li> <li>• Front of House</li> <li>• Maintain supplies in office, studios, kitchen, washrooms</li> </ul>
<b>3. Building Maintenance</b>	<ul style="list-style-type: none"> <li>• Administer the building maintenance program and improvements.</li> <li>• Seek quotes from tradespeople, and manage the handy-person.</li> </ul>
<b>4. Programming &amp; scheduling</b>	<ul style="list-style-type: none"> <li>• Provide support to the General Manager with regard to liaison with teachers, visiting artists and hirers</li> <li>• Oversees class list payment and waitlist management.</li> <li>• Support the Marketing Coordinator to upload web content related to term and holiday programs.</li> </ul>

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<p><b>5. Gallery activities</b></p>	<ul style="list-style-type: none"> <li>• Work with the GM to assess exhibition applications &amp; timetable annual calendar</li> <li>• Coordinate out-of-hours volunteer supervision of gallery sitting and Board opening night introductions</li> <li>• Liaise with exhibitors and coordinate the timely collection of documentation required.</li> <li>• Generate exhibition collateral and gallery exhibition presence on various web &amp; social media platforms.</li> </ul>
<p><b>6. Manage Membership</b></p>	<ul style="list-style-type: none"> <li>• Process membership payments</li> <li>• Issue renewal notices</li> <li>• Issue membership card, letter and invoice to members</li> <li>• Draft content for monthly Members Bulletin</li> </ul>
<p><b>7. Housekeeping</b></p>	<ul style="list-style-type: none"> <li>• Ensure all areas of the WAC are kept clean and tidy.</li> <li>• Refurbish supplies of café items, toilet items and so on.</li> <li>• Read the kiln electricity usage monitors on a regular basis and record usage on a spreadsheet.</li> </ul>
<p><b>8. Work Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• As the WHS Officer ensure teacher, students and hirers comply with WHS legislation, regulations and WAC conditions and policies.</li> <li>• Exercise a Duty of Care by working in a safe and efficient manner, having regard to personal safety and the safety of other workers, visitors, contractors, volunteers and the general public.</li> <li>• Record and report injuries, accidents, incidents, and unsafe work practices within required timeframes and ensure that corrective actions are taken to prevent recurrence.</li> <li>• Attend and complete all WHS briefings as directed.</li> <li>• Maintain Safe Work Method Statements for regular activities and develop risk assessments for other activities.</li> <li>• Induct teachers annually so that they can then induct each new intake of students.</li> <li>• Ensure all students and teachers sign off on the WHS checklist at the beginning of each calendar year, and additional students sign the checklist throughout the year.</li> <li>• Complete all WHS annual checklists as directed.</li> <li>• Induct hirers and visiting artists.</li> <li>• Act as First Aid Officer and keep certificate up-to-date.</li> <li>• Keep First Aid supplies up to date and stocked.</li> </ul>
<p><b>9. Fundraising</b></p>	<ul style="list-style-type: none"> <li>• Assist the General Manager with fundraising activities ie. Market Day Annual fundraising event.</li> <li>• Recruit and manage the WAC volunteers.</li> <li>• Estimate volunteer requirements for all events and exhibitions and resource accordingly.</li> </ul>
<p><b>10. Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Review administration and work place practices regularly.</li> <li>• Identify opportunities for system and process improvements.</li> <li>• Work with Office Administrator and General Manager to develop improved systems and efficiencies.</li> <li>• Attend and participate in regular administration meetings.</li> </ul>