

# MELBOURNE International Arts FESTIVAL

**Position Title:** Office Administrator  
**Work Unit:** Finance and Corporate Services  
**Reporting to:** Head of Finance and Corporate Services  
**Designation:** Permanent part time (Nov-May) to full time (May-Nov)  
**Salary Range:** \$50k-\$55k FTE base per annum

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## OFFICE ADMINISTRATOR

### Organisation Context

Melbourne International Arts Festival is one of Australia's leading international arts festivals and has an outstanding reputation for presenting unique international and Australian events in the fields of dance, theatre, music, visual arts, multimedia, free and outdoor events over 19 days each October.

Annual turnover is in the range of \$10-\$12 million, with revenue base comprising approximately 55% contributed public funding, 30% earned revenue from box office receipts and 15% contributed funds from sponsors and individual donors. There are 19 core staff, and a team that increases to over 60 with short term staff in the lead up to and during the festival.

Based in Federation Square, Melbourne International Arts Festival is an equal opportunity employer and as such is committed to fair and equitable treatment for all employees and potential employees. Aboriginal and Torres Strait Islander people are encouraged to apply.

As an employee you can make an important contribution to our culture, the development of our organisation and our ultimate success.

### Summary of Position

Reporting to the Head of Finance and Corporate Services, the Office Administrator is a key member of a small team whose responsibilities include porting the Festival's financial management, risk management, human resources, information technology, facilities management and other administrative services.

### **Purpose**

The Office Administrator's primary purpose is to ensure the administrative, human resource, communication and information technology systems in the office operate effectively to best support the Festival's operations. This includes assistance in managing processes around the expansion and contraction of staff each year as we build up to the Festival itself and then contract back down to the core team.

### **Key relationships**

The role requires close cooperation and management of successful relationships with all Festival staff, facilities suppliers (including Federation Square), the general public and visitors to the office. This position must ensure excellent customer service internally and externally.

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### Specific Responsibilities/ Activities

#### Office administration

- Manage procurement of all office supplies and services including kitchen, bathroom, stationery, equipment, furniture, couriers and catering
- Liaise with building management and office cleaners, and oversee minor works and repairs
- Assist with the maintenance of the register of assets and equipment
- Act as fire warden and coordinate emergency training and information
- Be a member of the OHS committee and maintain documentation and actions
- Maintain and review office policies, procedures and documentation
- Assist with set up of office functions and meetings
- Manage mail and courier services
- Manage office access requirements and the inventory of access cards
- Assist departments with planning for office locations of temporary staff during the Festival period

#### Reception duties

- Provide friendly and effective reception services for the organisation and the public
- Operate the main phone line/switchboard and external messaging
- Respond to general enquiries received via mail, phone and email
- Maintain reception procedures

#### HR administration

- Induct staff in office procedures and train staff in the operation of new equipment
- Coordinate and oversee the staff exit process
- Maintain staff lists and organisational chart
- Maintain and review employee policies, procedures and documentation
- Assist teams with the recruitment process, including logging applicants, coordinating interviews and communicating with potential candidates
- Assist the Head of Finance and Corporate Services in preparation of contracts for short term contract staff

#### IT administration

- Manage computers, phone system and networked printers
- Report service difficulties and faults to equipment service providers
- Troubleshoot IT issues for staff where possible, before referring to IT services
- Manage outsourced IT services (Cornerstone) including:
  - User system / access update (privileges / setup etc)
  - System issues / problems – both hardware and software
  - System upgrades (planning / communication)
  - Onsite and offsite IT requirements
  - Business continuity situations and effective responses
- Maintain the content contained on the intranet
- Help to coordinate meetings of Datafest, Tessitura and other core system users to identify issues and enhancements
- Liaise with Head of Finance and Corporate Services to plan and monitor annual IT expenditure

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### Key Selection Criteria

1. **Office management** – experience in office systems and evidence of an ability to review and improve procedures.
2. **Information systems** – competent IT skills and a demonstrated capacity to troubleshoot and communicate effectively in relation to IT issues.
3. **Human resources** – experience in human resource administration and/or OHS is advantageous.
4. **Customer service focus and communication skills** – a demonstrated commitment to delivering high-level service to internal and external stakeholders.
5. **People skills** – proven ability to develop effective collaborative working relationships at all levels.
6. **Time management and planning** – demonstrated capacity to manage multiple and competing tasks, and effectively plan and meet deadlines.

### Personal Attributes

Required for success in this role:

1. **Reliable and trustworthy** – performs duties with honesty and integrity and is comfortable and experienced in handling confidential and sensitive information.
2. **Problem solving and initiative** – able to identify and anticipate problems and discuss and implement solutions.
3. **Flexibility and openness** – able to adapt to fluctuating workload and demands and a dynamic work environment, and to work collaboratively.
4. **Judgement and discretion** – understanding of accountability and delegations of authority; able to exercise sound judgement in the interpretation and application of policy and procedures.
5. **Standards** – establish and maintain exceptional standards of accuracy and integrity in all work produced.
6. **Arts** – an interest in the arts and a capacity to convey enthusiasm for the arts.

### Location and other terms

The position is permanent and is part time (9am-1pm) for 6 months of the year (mid-November to mid-May) and full time for 6 months (mid-May to mid-November)

The position is based at the Melbourne International Arts Festival offices at Level 2, Yarra Building, Federation Square, Melbourne.

### Application Details:

Please provide your resume and covering letter responding to the selection criteria to: Email: [jobs@festival.melbourne](mailto:jobs@festival.melbourne)

Applications close: Monday 25<sup>th</sup> March 2019 at 5pm

Interviews will take place: 4<sup>th</sup> and 5<sup>th</sup> April 2019