



Administration Assistant

About us:

Each September Brisbane Festival unites the city in a celebratory fusion of culture with a thrilling program of theatre, music, dance, circus, opera and major public events such as Sunsuper Riverfire. A \$16 million premier international event, Brisbane Festival is the biggest event of its kind in Queensland with over one million people coming together to join the festivities. With a core staff of approximately 15 and a Board of 10 Directors, Brisbane Festival builds to a peak in September with 80+ staff, 150+ contractors, 300+ volunteers, and 1500+ artists.

Position Summary:

The Administration Assistant plays a vital role in assisting in the efficient running of the Brisbane Festival office. The role will provide support across general office administration, front of house and customer service.

Reporting

Reports to: Administration Coordinator

Positions reporting to role: N/A

Communication

In respect to internal and external relations the Administration Assistant shall:

- Coordinate the daily office administration activities for Brisbane Festival through:
 - Weekly meetings with the Administration Coordinator as required;
 - Ongoing reporting and communication on a daily basis.
- Liaise with Brisbane Festival staff members;
- Act as part of the Administration Team; and
- Liaise with service providers, suppliers and other Festival stakeholders in the administration of general office activities.

Financial Delegation

- As per the Delegations Policy in line with the Finance Policy and approved delegated budgets.

Roles and Duties

Office administration, front of house and customer service

- Present a professional and welcoming reception to all visitors in person, via telephone and written communication, including arranging parking, providing hospitality, and liaising with staff;

- Take a proactive approach to responding to general public enquiries, including providing assistance with ticketing enquiries;
- Provide general administrative assistance to staff, including to the CEO and Artistic Director as required;
- Monitor email and take required action e.g. forward enquiries to appropriate staff, respond to general public enquiries;
- Manage daily office tasks e.g. mail collection and distribution;
- Ensure adequate levels of general office and kitchen supplies are maintained;
- Take responsibility for ensuring the office is clean and tidy and presents a professional image at all times, in particular the reception area, kitchen, resources area and meeting rooms;
- Gain a good working knowledge of all general office systems, services and equipment, and provide support to staff where required;
- Assist the Head of Business Administration in other tasks as reasonably requested; and
- Assist the Administrator Coordinator in staff induction and leaving procedures, and other tasks as reasonably requested.

Systems

- Utilise the organisation-wide systems in accordance with policies and procedures provided;

WHS

- Take an active role in effectively implementing Brisbane Festival's WHS policy.

Selection Criteria

Essential

1. A positive, energetic, proactive disposition and responsible approach to managing multiple tasks on competing deadlines;
2. Experience in working efficiently in a fast-paced team environment while maintaining attention to detail, with minimal supervision;
3. Intermediate to advanced level competency in general computing skills including Microsoft Office 365;
4. Outstanding interpersonal and communication skills, an impeccable phone manner, professional personal presentation and the ability to communicate with a range of stakeholders at various levels;
5. The ability to work under direction and a willingness to learn.

Desirable

1. Previous experience providing administration support in a busy environment;
2. Demonstrated use of a database system, or the capacity to quickly obtain these skills.
3. Experience in an event or festival environment.



HOW TO APPLY

Please apply by email only. Address your application to: Marcia Ferreira, Administration Coordinator – admin@brisbanefestival.com.au

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional.

Short-listed applicants should be available for interview between 18 – 21 June. Expected commencement date Monday, 24 June. All applications are strictly confidential.

Brisbane Festival is an equal opportunity employer. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. We particularly encourage Aboriginal and Torres Strait Islander people to apply.

Applications close midday on Monday, 17 June/

Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

3.3 Information for job applicants (including volunteers)

3.3.1 collection of your personal information

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

- Name
- Residential address
- Postal address
- Telephone numbers
- Email address
- Employment history
- Educational background

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

3.3.2 Use of your personal information

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

3.3.3 Disclosure of personal information

In considering your application, it may be necessary for us to disclose some of your personal information to third parties in order to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.