



Position Description

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| Position: | Arts Administrator (Office Manager) |
| Program: | Operations |
| Responsible to: | Chief Executive |
| Employment: | 0.6FTE (negotiable) |
| Award and Level: | SCHADS Level 3 |

Position Objectives

The **Arts Administrator (Office Manager)** is a key role in the Access2Arts (A2A) team and is responsible for the delivery of all arts and office administration activities for A2A. This includes providing support to other staff across the suite of A2A services.

The objectives of this position will be achieved by:

- Taking a proactive role in coordinating and developing A2A administration and service delivery.
- Contributing to an outstanding reputation for A2A services through excellent customer service and administration.
- Supporting the development and delivery of the Access2Arts newsletter, website updates and social media content.
- Delivering excellent database and data management across multiple systems.
- Assisting the team with administration support and general clerical duties as requested.
- Supporting the Chief Executive with grant and funding applications.
- Achieving specified goals/outcomes in relation to projects as determined from time to time.
- Working with Deaf and disabled artists and audiences, and arts organisations to support participation in arts and culture.

The ability to contribute as a team player, offer exceptional customer service and well-written, visually branded and accessible communications is critical to success in this role.

This role requires a combination of great organisation and communication skills, alongside attention to detail and the ability to both work collaboratively and deliver high-quality work in a largely self-directed environment.

Responsibilities and Duties:



1. Administration and customer service

- a. Take responsibility for coordinating and developing Access2Arts administration and customer service activities.
- b. Manage incoming emails, mail and phone calls, ensuring appropriate information and follow-up is provided.
- c. Coordinate the administration of Access2Arts CRM database, project management software and Mailchimp communication lists to ensure they remain current.
- d. Assist with management of incoming and outgoing invoicing and quoting.
- e. Assist the team with administration support and general clerical duties as requested, including formatting, filing and system support.
- f. Manage and maintain the A2A office space, ensuring it is tidy, accessible and well organised.
- g. Coordinate all A2A collateral, such as brochures and business cards.

2. Service and project support

- a. Provide support to all service delivery activities as required.
- b. Achieve specified goals/outcomes in relation to projects as determined from time to time.
- c. Support the Chief Executive with grant and funding applications.
- d. Support the Marketing Coordinator to develop and deliver the Access2Arts newsletter, website updates and social media content.
- e. Assist with the coordination and workflow of service delivery for Audio Description, Access Consulting and other services as required.
- f. Assist with the preparation and delivery of meetings and functions.
- g. Contribute to a high level of awareness and outstanding reputation for A2A services.

3. Leadership and Development

- a. Support and uphold the Vision and Mission of A2A.
- b. Support a positive and professional organisational culture that exhibits our values.
- c. Be part of a team environment that is culturally inclusive, where open and transparent communication and feedback is used and valued.
- d. Develop and foster innovation.
- e. Work with Deaf and disabled artists and audiences, and arts organisations to develop support and participation.
- f. Participate in organisational learning and development.
- g. Develop and maintain effective relationships with internal and external stakeholders and strategic partners.



h. Maintain high level of awareness around the sector and competitors.

4. **Personal accountability and professionalism**

- a. Work as an integral part of the A2A team; be results oriented.
- b. Work collaboratively and communicate openly, honestly and effectively with participants, colleagues and A2A management to achieve organisational goals.
- c. Act with sensitivity and understanding towards others and acknowledge and respect differences in personal beliefs and values.
- d. Attend and participate in all required meetings.
- e. Hold yourself accountable for your deliverables and outcomes.
- f. Ensure all deliverables meet the quality and timeframes expected.
- g. Demonstrate professional behaviour in your communication, leadership, language.
- h. Approach situations with an inquiring, rather than an assuming, perspective.
- i. Give and accept performance feedback willingly and openly.
- j. Accept responsibility and accountability for errors in your care.
- k. Create lessons and continuous improvement from mistakes.
- l. Share information and knowledge with other staff.
- m. Contribute to organisational planning and development.
- n. Ensure adherence to organisational policies, procedures and work practices.
- o. Observe all Work Health and Safety policies, follow directions and report all Work Health and Safety matters to the relevant personnel.
- p. Take reasonable care to protect one's own health and safety at work and avoid adversely affecting the health or safety of any other staff members or individuals through any act or omission at work.
- q. Undertake any other duties within the scope of the role as required.



Personal Specification

Experience

- Lived experience of disability preferred
- Experience in the arts sector
- Experience delivering administration support in a professional environment
- Experience preparing grant and funding applications
- Experience supporting website and social media updates

Knowledge

- Understanding of Access & Inclusion principles
- Knowledge of the arts sector
- Knowledge of the disability sector
- Knowledge and aptitude with a range of IT systems and databases.

Personal attributes

- Excellent interpersonal and communication skills.
- Ability to be self-directed, highly organised and work under pressure.
- Ability to work as part of a team.
- Ability to maintain confidentiality.
- Well-developed problem solving and decision making skills.
- Commitment to contributing positively to the achievement of organisational goals.
- The ability to support and work with people with diverse backgrounds, value systems, cultural differences and communication needs.
- Flexibility and receptiveness to innovation and change.
- Honesty, integrity and reliability

Other

- Must be prepared to work flexibly should the need arise
- Must be willing to work out of hours from time to time, including on call, evenings and weekends.
- Must be prepared to undertake Government checks as required
- Must be prepared to undertake any compulsory training

Access2Arts is committed to disability employment, please advise if you require any additional access or support to apply for this role.

The Access2Arts work environment is an accessible one, however, reasonable additional access supports and modifications can be made available to the successful candidate.