

Position Description

Operations Coordinator



Reports to:	Head of Operations	PD Classification:	Support
Team:	Operations	Status:	Full time – 12-month contract
Salary Range:		Effective Date:	Monday 30 th October 2017 to Friday 28 th October 2018
Position Holder Signature:			
Manager Signature:			

Role Purpose

The Operations Coordinator is responsible for providing administration support to the Education Company Manager and Company Manager whilst more broadly assisting the Head of Operations and operations team. The primary function of this role is assisting with the coordination of the company's education programmes and national touring activity, providing logistical planning and support to our arts educators, cast, creatives, touring personnel and staff.

The Operations Coordinator will assist with the delivery of company documentation, travel information and travel arrangements for all education programmes and productions as well as company events and functions within our annual season of activity. This will include the booking of flights, accommodation and transfers necessary to move a company of arts educators, actors, creatives, production teams and staff around the country.

The Operations Coordinator will be tasked with operating autonomously to deliver key education activity including our Regional Access Workshops and coordinating the Arts Educators in conjunction with our Education Company Manager to meet the requirements of our national education programme.

Intent of Position Description

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by staff in this role. Staff members may be requested to perform job-related tasks other than those specifically presented in this description. Role Descriptions may also be modified from time to time to reflect usual growth and change of role.

Significant Working Relationships

Direct Reports (by position title):

- NA

Other Key Relationships:

Internal

- The Operations Coordinator works predominantly with the Education Company Manager to provide administrative support for a broad range of activities within the education program and touring in school's activity, focusing specifically on the holistic management of the Regional Access Programme.
- The Operations Coordinator works directly with the Company Manager to provide administration support for the mainstage productions and touring activity.
- The Operations Coordinator works under the supervision of the Head of Operations to ensure the logistical and operational requirements of the team are being met.
- The Operations Coordinator works as part of the Operations team managing logistical planning and support for the delivery of the company's productions, workshops, events and functions.

External

- Arts Educators
- Venues
- Schools
- Performers
- Travel agents and brokers
- Accommodation partners and providers
- Airlines
- Ground transport companies
- Theatre venues

Key Result Areas (KRA)

Key Result Area: 1. Administration Support

Key Tasks

- Responsible for assisting with the administration tools necessary to establish clear and regular communication with the arts educators, cast, creatives and crew across all performance and event activity for the company. This includes travel meetings, Day 1 and tour briefings, company updates and memos as required.
- Assist with liaison of venues to ensure accurate and detailed information is supplied for the touring company. This includes cast lists, contact details and special requirements such as access and parking.
- Assist with the delivery of cast engagements including functions such as rehearsal gatherings and closing night events.
- Assist in the sourcing, purchasing and delivery of gifts and health and wellbeing support for the cast and creative teams. This includes opening night presents and catering for milestone moments and birthdays.
- Support the communication between the Company Managers and the Stage Management teams when required.
- Assist with the coordination of publicity calls with cast as required.

Key Result Area: 2. Touring Logistics

Key Tasks

- Prepare, revise and distribute all travel and activity summaries for arts educators in relation to the Regional Access Workshops and in school's education activity.
- Assist with the provision of information to all company members regarding travel and accommodation arrangements or options in a manner that is clear and comprehensible.
- Assist with the development, revision and distribution of all travel and accommodation tour books or itineraries prepared by the Company Management teams.
- Assist in monitoring and reporting on expenditure pertaining to all travel and accommodation arrangements.
- Assist with the logistical aspects of each touring project and production.
- Assist with the development of cost effective strategies for travel and accommodation.
- Engage with the Development team to support analysis of programme activity connected to our touring programs. This may include provision of statistical data to represent the interactions with sponsor supported activity and education incursions.

Key Result Area: 3. Finance

Key Tasks

- Support the Company Managers to regularly check and report on the annual budgeted expenditure for accommodation and travel for all arts educators, cast, creatives and production personnel associated with each touring production.
- Regularly check and report on the expenditure for accommodation and travel for arts educators in relation to the Regional Access Programme.
- Assist with monthly reconciliations on all expenditure associated with travel and accommodation costs.
- Assist with the reconciliation of team accounts and expenditure.
- Assist with the tracking of Cabcharge allocations.

Key Result Area: 4. General Responsibilities

Key Tasks

- Assist with the delivery of effective communication between artistic and administrative staff.
- Participate within a team environment to ensure all members of the company are working in a collaborative and supportive manner.
- Work closely with travel suppliers to manage travel and accommodation expenditure seeking to find and secure competitive rates and efficiencies within tour planning.
- Assist the Education Company Manager with logistical planning and support for the education programs including In School Performances, Teacher Forums, Teacher Workshops, Regional Teacher Scholarships, Regional Access Workshops and additional programs as required. This includes the holistic management of any reasonable number of these programs as may be required by the Education Company Manager and the broader Education and Operations teams.

Position Description

Operations Coordinator

Position Attributes

Educational Qualifications

Essential

- NA

Desirable

- Relevant tertiary qualification

Experience

Essential

- A minimum of two years' in an administration role

Desirable

- Experience working in a theatre, arts or festival environment
- Experience planning and booking travel and accommodation needs for group travel

Knowledge & Skills

Essential

- Proficiency in the use of Microsoft Word and Excel

Desirable

- Driver's License
- First Aid Certificate

Behavioural Skills

Essential

- An empathy and desire to work with people while maintaining a calm and patient persona
- Ability to provide a high standard of administrative support
- Ability to prioritise, organise and coordinate
- Ability to use initiative and apply knowledge and experience to new situations
- Ability to contribute to a team and to work effectively within it