

POSITION DESCRIPTION

POSITION TITLE:	Admin Support Officer
REPORTS TO:	Artistic Director
DATE:	31 May 2024
LOCATION:	Orbost Exhibition Centre, 8 Clarke St, Orbost.
TIME FRACTION:	0.25 FTE (10 hours/week) Part time, fixed-term contract
SALARY:	\$28/hour plus 11% Superannuation

ABOUT THE OEC

The Orbost Exhibition Centre (OEC) delivers an ongoing arts program that nurtures regional creativity and presents Wood Design, Visual Arts and Performing Arts to Orbost, surrounding communities and visitors to the Far East Gippsland area. The OEC is an un-funded, community-run facility governed by a Committee of Management (CoM).

THE ROLE

The purpose of the role is to support the day-to-day operation of the OEC, under the guidance of the Artistic Director & CoM.

RESPONSIBILITIES & DUTIES

1. Administration
 - a. Manage email and phone communications.
 - b. Build a reputation of consistent, efficient and timely response to customers for the OEC.
 - c. Day-to-day booking including invoicing and entering of bills into Xero.
 - d. Regular banking of monies received (minimum monthly).
 - e. Collate artist commission and ensure approved and paid by the CoM bi-monthly.
 - f. Support the opening of the OEC for the maximum number of days possible per week with the support of volunteers.
 - g. Ability to use Google Workplace Suite and Microsoft Office Suite.

2. Venue Hire
 - a. Manage venue booking requests, ensure all forms are completed, processed and filed with any relevant supporting information.
 - b. Confirm venue bookings, provide hirer access and ensure best building presentation.
 - c. Work with the volunteer team to ensure poster and flyer-based advertising takes place.
 - d. Ensure advertising is shared on the OEC website (Wix) and social media platforms.
 - e. Manage bus tour bookings, including arrangement of catering and speakers where relevant.

3. Volunteer Management
 - a. Provide volunteer induction and refresher training.
 - b. Support creation and distribution of volunteer roster.
 - c. Respond to volunteer reports of incidents, maintenance and procurement reports by liaising with the CoM.

4. Shop Management
 - a. Ensure retail displays are neat, tidy and effective. Regularly rotate stock in collaboration with artists.
 - b. Oversee retail sales.
 - c. Manage incoming and outgoing items on consignment.
 - d. Lead stock take.

5. Data & Reporting
 - a. Support the creation of written reports to the OEC CoM monthly, a minimum of one week before the monthly CoM meeting. Attend monthly meetings as required, on invitation.
 - b. Understand and implement Workplace Health and Safety (WH&S) policies and procedures. Actively identify and work with the CoM to improve WH&S
 - c. Raise reportable WH&S, maintenance and any other issues/opportunities with the CoM in the appropriate and/or statutory timeframes.
 - d. Support the Artistic Director & CoM to identify and embed collection of data about visitation numbers, programs and impact of the OEC in-line with privacy legislation.

PERSONAL QUALITIES

1. Ability to balance working within a volunteer team, providing leadership and support.
2. Ability to work independently, without immediate on-site supervision, as well as take direction from leadership.
3. Ability to identify decision-making limitations, summarise information and provide recommendations for decisions and manage outcomes through the CoM.
4. Strong computer skills and capacity to work in cloud-based online environments.
5. Understanding of CoM-led organisations, including decision-making processes, transparency and accountability.
6. A dedication to delivering customer-focussed experiences through personable, timely communication.
7. Provide a solutions-focussed approach to identifying and solving problems as they arise, identifying how to involve others and communicate outcomes as needed.
8. A commitment to organisation and information sharing.

KEY SELECTION CRITERIA

Required

1. Evidence of previous administration experience including book keeping and cash handling.
2. Demonstrated experience working within a volunteer team to achieve outcomes.
3. Understanding of legislation, requirements and best-practice processes around Committee of Management/Incorporated Association governance and service delivery.
4. Demonstrated ability to develop strong, mutually-beneficial relationships across the public, private and not-for-profit sectors.
5. Willingness and demonstrated ability to work across google suite, microsoft programs, Xero and Wix online software.

Desirable

1. Experience with Wix, Xero.
2. Marketing/Sales experience.
3. Retail staging experience.
4. Experience developing and growing membership programs.
5. Improving incentives for volunteers and embedding a sense of value into volunteer appreciation processes.
6. Credentials:
 - a. Working with Children Check,
 - b. Responsible Service of Alcohol
 - c. First Aid/CPR
 - d. or willingness to obtain

PERFORMANCE REVIEW PERIOD

Performance review every 3 months.

Probationary period 3 months.

Approved By:	Committee, 14 November 2023 meeting
Next Review Date:	November 2025