

Job title:	Administration Officer
Reporting to:	Director
Salary:	Clerks-Private Sector Award 2020 (MA000002), Level 2
Hours:	Casual, approx. 16hrs per week
Location:	South Kingsville, VIC and/or work from home

Purpose of the position

Supporting company leadership and touring performers with excellent administration and communication to enable delivery of performances in venues and online in accordance with company guidelines and codes of conduct. Ensuring the company's reputation for high quality work in the Theatre in Education sector is maintained.

Responsibilities & duties

Responsibility 1 -

Tour management - support the touring performers by ensuring required information, e.g. daily travel and performance schedule, is supplied accurately and on time, by:

- Booking suitable accommodation which meets company and industry standards
- Planning appropriate travel times between venues
- Liaising with clients, ensuring booking information is accurate and up to date
- Using Zoho CRM, Gmail, MS Excel (or other suitable app) to update tour schedules and distribute to touring teams each week
- Using Zoho CRM and MS Excel (or other suitable app) to provide weekly feedback to touring performers

Work standard -

- Each Thursday touring performers must receive customer feedback
- Each Friday (and ad hoc as required) touring performers must receive a complete & accurate schedule for the following week's performances.

Responsibility 2 -

General administration - provide administrative support to the Directors by:

- Using Xero to issue invoices and follow up outstanding payments
- Using MS Excel to:
 - Track each touring team's working hours
 - Create & maintain business reporting, e.g. tracking sales of performances and the value of the original quote vs. the final invoice; Royalty reports for publishers, composers and booking agents
- Completing the End of Tour procedure
- Office management, e.g. ordering stationery and supplies

Work standard -

- Touring team working hours are to be tracked weekly to enable accurate payroll submission each fortnight

Responsibility 3 -

Booking management - respond to inbound booking enquiries from either the website, email or phone, providing accurate information and availability for in-school performances, issuing quotes to clients, and managing ongoing booking communication.

- Using Zoho CRM to manage booking enquiries, issue quotes and manage event related communications
- Using Zoho CRM and MS Excel to plan tours and rebook schools

Work standard -

- Booking enquiry responses and follow ups to be actioned by agreed deadlines
- Ensure that scheduled communications are distributed to clients on time
- Outstanding client responses are followed up to the agreed schedule

Responsibility 4 -

Data management - maintaining accurate contact information for clients; cleansing email subscription details in Zoho CRM; preparing data for marketing campaigns

Work standard -

- New email subscriptions cleansed at the end of each tour
- Data prepared for marketing campaigns before agreed deadline

Responsibility 5 -

HR - maintaining records; keeping policies and procedures up to date; point of contact for performers, through:

- Onboarding documents for new performers, e.g. preparing contracts, obtaining required information from new staff
- Maintaining up to date records of performers' driver's licence, Working With Children's Checks, etc.
- Supporting the recruitment of new performers by filtering applications, hosting audition waiting room
- Liaising with performers during the tour to support their ongoing wellbeing through briefings and check-ins
- Supporting the development, and maintenance, of company policies and procedures and distributing to staff as required

Work standard -

- Ensuring new staff respond to requests for information by the agreed deadline
- Ensure all records, e.g. driver's license, etc. are up to date before each tour commences
- Ensure check ins occur with each performer and report back any concerns raised

Responsibility 6 -

Project management - support business development by:

- Contributing to team meetings with insights into business capabilities to support opportunities
- Using MS Word or other suitable app to accurately record decisions and agreed actions from meetings and distribute as appropriate

Work standard -

- Minutes from production meetings to be distributed within 24 hours of the meeting

Detailed Job Description

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Responsibility 7 -

Special projects - deliver additional projects to agreed timelines

Work standard -

- Scope and outcomes of each project will be agreed as required. Progress and deadlines will be reviewed each week

Academic & trades qualifications

Essential	Desirable
Diploma qualifications in business administration or similar discipline and relevant work experience	Advanced Excel course
Lesser formal qualifications and substantial experience may be accepted	

Work experience & skills

Essential	Desirable
Excellent attention to detail with high standards for the accuracy and quality of work produced	Knowledge of the Australian performing arts sector, including experience in theatre production, arts administration and/or tour delivery
Strong organisational and time management skills, with the ability to prioritise tasks across multiple projects	Knowledge of the Australian education curriculum for Primary School aged children
Excellent interpersonal, written, and verbal communication skills	Social media writing and engagement skills
A proven ability to work productively and collaboratively in a small team	Able to handle finances, preferably with a working knowledge of Xero accounting software
High level of proficiency in Microsoft Office programs, particularly Excel	
Ability to work in accordance with Meerkat Productions' systems and policies	
Minimum two years general administration experience	

Personal qualities & behavioural traits

Essential	Desirable
Generous with knowledge and skills, comfortable in a high-performance culture	Passionate about theatre for young people
Ability to take responsibility and exercise initiative	
Able to work under pressure and to deadlines	

Detailed Job Description

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Relationships

With	Purpose
Director	Day to Day line Manager: Will provide direction on priorities and work standards
Touring Performers	You will provide support to the touring teams, ensuring they have the required information to complete performances. They will provide feedback to you regarding travel and accommodation
Clients	Liaising with clients regarding bookings and ensuring information is kept up to date and accurate

Employee Signature: _____ Date: _____

Performance review period: End of each tour