

ORCHESTRA VICTORIA

Position Description

POSITION TITLE: Executive Assistant to the Executive Director (Full time)
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1. KEY ROLE:

The Executive Assistant to the Executive Director (ED) has the responsibility to provide executive support to the ED, and office administration support to the broader Orchestra Management team.

The position is based in Melbourne, but may require regional travel within Victoria. Hours of work may be varied to accommodate the performance schedule of the Company and will occasionally include work on weekends and in the evenings.

2. TEAM CULTURE / ENVIRONMENT:

Orchestra Victoria's primary performance partners are The Australian Ballet (TAB) and Opera Australia. It also provides services to a range of other organisations, including Victorian Opera, and undertakes other activities throughout the year, such as regional festivals and self-presented programs.

Orchestra Victoria (OV) works in a busy performance environment with demanding deadlines. The Executive Assistant position provides administration and support to enable OV to perform at the highest possible level.

OV's offices are located at 77 Southbank Boulevard, Southbank. Other places of work may include offices of The Australian Ballet (TAB) at the Primrose Potter Australian Ballet Centre, Southbank, and other rehearsal and performance venues in Melbourne or on tour as required.

3. SPECIFIC ROLES AND RESPONSIBILITIES:

Executive administrative support to the ED

- Provide executive administrative support to the ED, including diary and inbox management, preparation of correspondence and documentation, including drafting letters and emails as required;
- Provide secretariat support for OV Board meetings, including sending invitations, booking rooms, distributing agendas and papers on behalf of the ED, taking minutes, and tracking action items;
- Coordinate the arrangements for Full Company Meetings, OV Team meetings, Section Leaders' Meetings and Workplace Relations Committee meetings including sending invitations, booking rooms, distributing agendas on behalf of the ED, arranging catering requirements, taking minutes, tracking action items, and noting the attendance of musicians as required;
- Coordinate the ED's credit card reconciliation as delegated.

Administration Coordination

- Provide administrative support to the Orchestra management team, such as coordinating deadlines, scheduling meetings, assisting with communication to musicians, and liaising with venues as requested;
- Coordinate and oversee the OV information and record-keeping system, and work to optimise efficiency, including assisting with information in Artsvision and/or DIESE;
- Monitor the 'Orchestra Info' shared inbox, promptly responding to enquiries from audiences or other public stakeholders and communicating with the OV team regarding any actions required;
- Provide administrative processes for the OV team, such as incoming/outgoing mail, couriers, ordering supplies, managing inventory of office and kitchen supplies, ordering catering, purchasing gifts for guests or staff;

- Manage travel for musicians, artists and guests, including flights, accommodation, airport transfers, and cost reimbursements.

Management team support

- Assist the Artistic Planning and Engagement Manager to track audience numbers and coordinate audience surveys and statistical data for reports and acquittals;
- Provide support to the ED and External Relations Grants Manager in applications and acquittals for grants from Government, Trust and Foundation funding sources;
- Assist the Artistic Planning and Engagement Manager with administrative processes for Education and Engagement activities, such as communication and mail-outs for the *On the mOve!* program;
- Coordinate the requirements for new employees, including notifying the relevant departments and organising appropriate access and inductions;
- Coordinate the OV management team key deadlines, including a calendar and reminder system;
- Provide support to the OV team in Wellbeing initiatives, including liaising with the TAB Artistic Health Team and musicians regarding provided services such as physio and conditioning classes;
- In conjunction with relevant OV staff, coordinate the provision of front of house support for OV's self-produced programs as required, including liaison with casuals, interns and volunteers.

Media and Digital Communications

- Coordinate digital content updates for the OV website and intranet in conjunction with the Management Team;
- Coordinate the social media content for Orchestra Victoria and post social media updates;
- Organise photography bookings as required, including for musician and staff headshots.

VIP Ticketing and Events

- Coordinate TAB and Opera Australia event ticketing allocations for VIP, Executives, Board members, musicians and partner companies as required;
- Coordinate VIP ticketing allocations for co-presented or self-presented programs as required;
- Collate and maintain the master VIP list for OV's self-presented programs, including government and industry body VIP invitation lists in collaboration with the OV Patrons Manager and External Relations Grants Manager;
- Collate and maintain OV's Alumni list as required.

4. KEY SELECTION CRITERIA:

Essential Criteria

- Extensive experience in administrative work in a similar role, including diary management and preparation of correspondence, documentation and meeting minutes;
- Exceptional ability to work across a range of tasks simultaneously, and excellent attention to detail;
- Excellent interpersonal and communication skills, particularly written and oral communication skills;
- Advanced computer skills and abilities, particularly with the Microsoft Office Suite, and experience with a range of social media or website content, and experience with a CRM system;
- Strong sense of confidentiality and professional loyalty, and experience dealing with sensitive information;

Desirable Criteria

- Experience in administrative support for grants, reports, acquittals;
- Experience working in an arts company and knowledge of orchestra management;

- Tertiary qualification: Bachelor's Degree or above.

5. SKILLS AND ATTRIBUTES:

To successfully fulfil the roles and responsibilities as outlined above the Orchestra Administration Coordinator should demonstrate the following skills, knowledge and personal qualities:

- Exceptional teamwork skills in order to deliver excellent artistic programs in a management team environment;
- Highly developed interpersonal and communication skills, particularly written skills;
- Exceptional planning, organisation and time management skills;
- High level of attention to detail and accuracy, particularly editing;
- Flexibility and initiative, including an ability to problem-solve;
- Attention to professional presentation;
- The ability to work autonomously and with minimal supervision;
- Understanding of confidentiality and dealing with sensitive information;
- Interest in orchestral music and music education;
- A good sense of humour.

6. KEY PERFORMANCE INDICATORS

- Relationships with internal and external stakeholders are positive and professional as assessed by the Executive Director;
- Communication with the Management Team is positive and clear;
- Diary management, meeting schedule and document preparation for the Executive Director is effective;
- Digital communications and content are appropriate and accurate;
- Participants at meetings have sufficient information delivered in a timely manner and actions items and/or minutes are distributed in an appropriate timeframe;
- Meeting and deadline coordination is delivered according to agreed timelines;
- Administrative processes support the team in an effective and timely manner;
- VIP ticketing and event arrangements for are well managed as determined by feedback to the Executive Director;

7. FEEDBACK AND ANNUAL PERFORMANCE REVIEW:

Feedback from the Executive Director throughout the year should be constructive, critical and timely.

Each member of the Orchestra Management team will actively participate in an annual performance review. The review will focus on fulfillment of the Specific Roles and Responsibilities and the achievement of the Key Performance Indicators together with planning objectives for the forthcoming year, developed in collaboration with their Manager. Orchestra Victoria will support identified resources and training required to achieve the objectives

8. RELATIONSHIPS:

Reporting to:	Executive Director
Work team:	Orchestra Management
Direct reports:	Orchestra Management Assistant
Key Relationships:	OV Artistic Director/Chief Conductor Head of Operations and Planning

Orchestra Manager
 Artistic Planning and Engagement Manager
 Assistant Orchestra Manager
 Patrons Manager
 Orchestra Operations Team
 Orchestra Musicians
 Orchestra Librarian

9. PHYSICAL REQUIREMENTS OF THE POSITION:

Due to the geographic layout and nature of work the Executive Assistant to the Executive Director will be required to undertake a diversity of tasks which may require various forms of mobility.

Element	Weight range / activity	Assistance available	Maximum frequency
Undertake administrative tasks including intensive keyboard/computer work	Sitting, reaching, bending, twisting	Ergonomic work stations and training	Daily
Use technology including computer, printer, fax machine, photocopier	Reaching, twisting, stretching, bending	Ergonomic work stations and training	Daily
Undertake manual handling of equipment, materials and supplies	Lifting, stretching, carrying, bending	Appropriate storage and handling equipment, and training	Regularly
Travel	Sitting	Appropriate luggage supplied by employee	Occasionally

10. DATE: December 2020

Authorised by: Sara Pheasant: Executive Director