



ADELAIDE FESTIVAL CENTRE

POSITION DESCRIPTION

HRF001:

Date: October 2017

Position Title:	Marketing Administration Assistant
Department:	Marketing
Classification / Level:	P&A 2
Ordinary working hours & days:	37.5 hours per week Monday to Friday, as agreed with Manager with some out of usual hours requirement from time to time.
Reports to:	Director, Marketing
Positions reporting to this role:	Nil
Significant working relationships:	<ul style="list-style-type: none"> • Marketing and Communications team • Director Marketing • Programming and Development teams
Delegations:	<ul style="list-style-type: none"> • Able to make day-to-day decisions within framework of role. • Must obtain Management Approval for all purchases prior to commissioning
Special Conditions:	Some afterhours work will be required from time to time.

Information on Adelaide Festival Centre	The Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the State. The AFC welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.
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Department Overview	<p>The objectives of the Marketing and Communications Department are to:</p> <ul style="list-style-type: none"> • Maximise the public's perception of the accessibility of the AFC; • Maximise the cost effectiveness of the AFC's marketing activities; • Maximise positive media perceptions of the AFC and its activities; • Increase sales of the AFC's programming and revenue generating activities.
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Summary of Key Purpose:	Provide general administrative support and assistance to the Department as well as maintain departmental records.
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Key Result Area / Accountabilities:
File sales reports, update sales spreadsheet for management reporting and prepare sales tracking graphs.
Process purchase orders and raise invoices as required.
Maintain departmental finance records, including recording and reconciling transactions, coordinating cab charge and petty cash reconciliation and departmental visa reconciliation.
Arrange couriers, collect deliveries for the Department (from Stage Door, Reception) and be responsible for organisation of storeroom.
Ensure marketing collateral in foyers is up to date and displayed neatly. Take responsibility for rectifying where material is out of date or incorrect material is being displayed or displayed poorly.
Book assistance of volunteers for the Department with Volunteer Coordinator (for topping up collateral in foyers, direct mail or other tasks as required).
Coordinate seat-drops and handouts of marketing collateral throughout Festival Centre venues including Her Majesty's.
Assist with venue signage e.g. banners, lightboxes and blackboards up to date.
Ensure key external websites that promote Adelaide Festival Centre events have up to date information e.g. SATC.
Order stationery and maintain stationery stock, including corporate letterhead and envelopes for organisation.
Under the direction of the Digital team, assist with updating of Festival Centre, Festivals and BASS websites content and social media communications meeting agreed deadlines and key milestones and using systems and processes as agreed with Digital team.
Take minutes of meetings and distribute to meeting attendees.
Arrange swipe cards, email access, name badges, security photos and tour for new staff in Marketing & Communications.
Assist with events including assisting with RSVP lists, ticket collection procedures, greeting etc.
Assist with keeping comp ticketing spreadsheet up to date and correct and with the distribution of ticket vouchers for promotions.
Provide general administrative support and assistance to the Department as required, including answering phones, taking messages, filing, collecting and distributing mail.
Provide outstanding customer service on a daily basis by demonstrating respect, listening to and working with our customers, both internal and external, to achieve positive outcomes, where possible, for all involved.
Other duties as reasonably directed that are consistent with the skills and experience commensurate with the responsibilities of this position.
At all times behave in a manner which is conducive to the values and expected professional behaviours at the AFC complying with published standards.

EBMS (Event Business Management System)
Use EBMS system to determine what is on when.
Attend compulsory EBMS Training and seek further EBMS Training as needed to perform this role.

Work Health & Safety Responsibilities (WH&S)
Care for your own and others' health and safety.
Comply with any reasonable instruction from the department, so far as you are reasonably able.
Cooperate with all reasonable departmental policies and procedures.
Comply with the WHS legislation.
Wear and maintain Personal Protective Equipment (PPE) as directed.
Use other safety and emergency equipment provided in the workplace.
Assist with and conduct risk assessments.
Report a hazard, incident, injury or illness arising from workplace activities within 24 hours.
Implement WHS policies, procedures and safe systems of work.

Key Competencies:	Requirement (essential/desirable):
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Qualification / Education:	Qualification / Education:
Administration/marketing qualifications	<i>Desirable</i>

Technical / Business Skills & Experience:	
Sound communication, interpersonal, written administrative skills	<i>Essential</i>
Sound administrative/clerical skills	<i>Essential</i>
High attention to detail	<i>Essential</i>
Sound problem-solving skills	<i>Essential</i>
Sound time management skills and ability to prioritise work loads	<i>Essential</i>
Ability to work autonomously and within a team environment	<i>Essential</i>
Experienced with MS Office suite of products (word, excel)	<i>Essential</i>
Ability to think laterally	<i>High Desirable</i>
Experience working in a fast paced environment	<i>Desirable</i>