

Position Description

Ref : HRF013

Issue No. : 3

Date: Jun 18

Position Title:	Production Assistant
Division:	Production Services
Department:	Production
Classification / Level:	P&A 3
Ordinary working hours & days:	Normal business working hours between Monday and Friday.
Reporting to:	Venue Operations Executive
Positions reporting to this role:	Nil.
Significant working relationships:	<ul style="list-style-type: none"> • Internal customers (employees of Adelaide Festival Centre Trust) • External customers (including, patrons, government officials, visitors and general public)
Decision Making/Purchasing Authority:	Nil.
Special Conditions:	Some afterhours work may be involved from time to time
Information on Adelaide Festival Centre	Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the state. Adelaide Festival Centre 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.
Department Overview	<p>The Production Services department is a service provider to shows and events being held within Adelaide Festival Centre venues. The department comprises of:</p> <ul style="list-style-type: none"> • Production – including Staging, Lighting, Sound, Wardrobe and Stage Management • Patron Services – including Front of House and Stage Door • Facilities & Services – including the maintenance of venue assets
Summary of Key Purpose:	Providing administration, systems and recording keeping support to the production services department and assisting the venue operations executive and technical manager within level, skills, experience and competence.

Key Result Area / Accountabilities:
Support & Maintain the AFCT Time & Attendance System with direction by:
Creating & managing authorised access to the Time Target system to maintain data integrity.
Understanding the business process performed by the system in order to assist with user acceptance testing (UAT) and software and integration troubleshooting.
Ensuring data quality is maintained in order to produce any reports required by the business.
Assist the Venue Operations Executive in continuing to provide support and training to Adelaide Festival Centre employees.
Assist the Venue Operations Executive in continuing to develop training plans and resources for the Time & Attendance System.
Support & Maintain the AFCT Records Management System (HPE Content Manager) for the Production Department:
Set up and maintain content manager file structure for the Production Department.
Train Production Department employees in content manager use & procedures.
Responsible for all Production related set up requirements in content manager.
Coordinate all archiving for the Production Department.
Provide administrative support to the Production & Patron Services department:
EBMS data entry.
Freight bookings (Loading dock movement).
Assist with the delivery of all AFC Festivals.
Any other support as required.
Provide administrative support to the Venue Operations Executive:
Report generation for redevelopment projects.
Tech One purchase order generation.
Stationary ordering.
Support with issuing AFC swipe cards.
Perform any other duties as directed by the manager, within level of skills, experience and competence.
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.
At all times behave in a manner which is conducive to the values and expected behaviours at the Festival Centre and consistent with those prescribed in the Code of Ethics for the South Australian Public Sector.
Demonstrate appropriate behavior and adhere to AFCT's policies and procedures in relation to EEO and the prevention of Bullying and Harassment in the workplace.
Comply with all AFCT policies & procedures not limited to WH&S and Records Management.

EBMS (Event Business Management System)
Employees are responsible for ensuring that they attend compulsory EBMS Training and seek further EBMS Training as needed to perform their role.
Records Management
All records created within the conduct of AFCT business to be managed in accordance with AFCT's Record Management Policy, associated policies, procedures and legislation.
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
Qualifications / Education	
Completed a recognised administrative or other business related qualification.	Desirable
Knowledge / Skills / Abilities	
Excellent customer service and interpersonal skills.	Essential
Sound written and verbal communication skills.	Essential
Ability to use initiative and work with minimal supervision.	Essential
Problem solving and lateral thinking skills.	Essential
Experience in the Microsoft Office suite and computer literacy skills.	Essential
High level attention to detail and accuracy	Essential
Excellent time management skills and ability to prioritise workloads.	Essential
Ability to adapt to change and new systems with ease.	Highly Desirable
Experience	
Previous experience working in an administrative role in a busy maintenance environment or similar.	Highly Desirable