

<b>Position Title</b>	<b>Administration Assistant</b>
<b>Purpose</b>	The Administration Assistant will receive and greet visitors to the Adelaide Festival (AF) office reception area, manage incoming telephone calls through the switchboard, assist the Customer Experience department with ticketing administration duties and assist the Finance team with invoicing, Accounts Receivable, Accounts Payable, Payroll and any other administration tasks as required.
<b>Location/s</b>	Adelaide Festival Office, 33 King William Street Adelaide SA 5000
<b>Accountability &amp; Working Relationships</b>	<ul style="list-style-type: none"> <li>• Reports directly to the Head of Finance and Corporate Services</li> <li>• Works in collaboration with all members of the Finance and Customer Experience department(s) (including ticketing, Front of House and volunteers)</li> <li>• Significant working relationships with all internal departments of Adelaide Festival including Corporate Services, Marketing, Programming, Production, Adelaide Writers' Week and Business Development teams.</li> <li>• Significant working relationships with a selected group of volunteers who will assist with reception duties during peak times.</li> </ul>
<b>Key Functions and Duties</b>	<p><b><u>Finance</u></b></p> <ul style="list-style-type: none"> <li>• Process Purchase Orders import/export through the BPM system</li> <li>• Assist Finance Manager in reconciliation of commitment system</li> <li>• Assist in Bank reconciliations</li> <li>• Process Company Credit Card reconciliations for Directors and Production credit cards</li> <li>• Payroll processing with the support of the Payroll Officer</li> <li>• Carry out new Employee induction training and maintain office manuals</li> <li>• Maintain the Corporations petty cash and associated records</li> </ul> <p><b><u>Reception</u></b></p> <ul style="list-style-type: none"> <li>• Greet visitors who present to AF reception and deal with their enquiries efficiently and professionally as the face of the Adelaide Festival</li> <li>• Monitor incoming telephone calls through switchboard and direct to personnel as required and/or take clear concise messages for follow up</li> <li>• Develop and maintain thorough knowledge of the AF25 and 2025 Writer's Week guides to answer patron enquiries with accurate and up-to-date information</li> <li>• Manage switchboard and email 'out of hours' messaging</li> <li>• Manage and coordinate all aspects of postage for internal departments – mailing, distribution, collection of packages</li> <li>• Booking couriers as required</li> <li>• General office maintenance including stationery orders and ensuring office amenities remain fully stocked</li> <li>• Managing the <a href="mailto:info@adelaidefestival.com.au">info@adelaidefestival.com.au</a> and <a href="mailto:reception@adelaidefestival.com.au">reception@adelaidefestival.com.au</a> inboxes, and responding to enquiries, filing, reporting and forwarding as required</li> </ul> <p><b><u>Ticketing and Customer Experience</u></b></p> <ul style="list-style-type: none"> <li>• Envelope the ticketing mail batches each morning, ready to be posted in the afternoon</li> <li>• Answer incoming calls to reception relating to general ticketing enquiries – information about venues, show starting times, exchange &amp; refund policy, AF</li> </ul>

	<p>Covid guidelines (if required), specific show information and accessibility information</p> <ul style="list-style-type: none"> <li>• Provide break-cover to the call centre staff, including the ability to process ticketing transactions</li> <li>• Assist the ticketing team with patron call-backs when required</li> <li>• Work with the Head of Customer Experience to provide admin support to the ticketing, volunteer and FOH, including scheduling, rostering and outbound communications to casual staff and volunteers</li> <li>• Assist the Volunteer coordinator with recruitment and maintenance of the volunteer database while providing admin support to organise National Police Checks, Working with Children checks and ID checks for volunteers as required</li> <li>• Other duties as required by the Head of Customer Experience and Adelaide Festival Executive team</li> </ul>
<b>Specific Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge of, and experience in office administration - including management of incoming telephone calls, taking messages and directing enquiries</li> <li>• Experience working with cash in relation to receipting and banking</li> <li>• Computer literacy including demonstrated experience working with computerised accounting packages and Microsoft Office with specific emphasis on Word and Excel</li> <li>• Excellent written and oral communication and interpersonal skills, including a confident phone manner (essential)</li> <li>• Ability to manage multiple tasks, projects and competing deadlines concurrently</li> <li>• Strong planning, organisational and administrative skills including demonstrated use of databases</li> <li>• Ability to think creatively and strategically to problem solve</li> <li>• A willingness to train and support volunteers</li> <li>• Experience with a sales platform or ticketing system (desirable)</li> <li>• Experience with Tessitura (desirable)</li> <li>• Good humour with a positive and enthusiastic outlook</li> <li>• Act as an Adelaide Festival representative at all times</li> </ul> <p><i>These duties and responsibilities may vary according to the ongoing requirements of the position</i></p>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Participate as a proactive member of the Adelaide Festival team to promote a culture of teamwork, mutual respect and trust</li> <li>• Participate in initiatives that enhance access, inclusion, innovation, education and sustainability</li> <li>• Adhere to and comply with Adelaide Festival policies and procedures and WHS requirements</li> <li>• Participate in improvement activities by evaluating processes for efficiency and productivity</li> </ul>
<b>Requirements</b>	Please note that during Festival delivery (28 Feb -16 March 2025), out of hours and weekend work is required.
<b>Reports to</b>	Karishma Reynolds – Head of Finance and Corporate Services
<b>Length of Appointment</b>	1 October – 31 March 2025
<b>Salary</b>	\$55,000 - \$60,000 per annum, pro rata plus 11.5% super
<b>Contract Type</b>	Short Term contract