



## POSITION PROFILE

<b>Position Title:</b>	Administrative & Ticketing Assistant	<b>Remuneration:</b>	\$68,255 gross per annum + 12% Superannuation.
<b>Organisation Unit:</b>	NIDA Theatres	<b>Employment Type:</b>	Full time
<b>Term of Contract:</b>	2 year contract	<b>Classification:</b>	ESA General Staff, Level 4.2

### OBJECTIVE

The primary focus of the Administrative & Ticketing Assistant is to provide administrative support for venue hire processes and to assist with the ticketing service for NIDA Student Productions and all NIDA internal events occurring onsite. The role focusses on ensuring a smooth delivery and excellent customer services and contributes also to an efficient service delivery of NIDA Theatres' events, assisting with post event settlements and supporting the whole NIDA Theatres team with their day-to-day activities. The position is full time, Monday to Friday. Occasionally it may require working outside of the office hours. Time in lieu arrangements can be negotiated.

### KEY ACCOUNTABILITIES

- Assist the Clients & Venue Hire Services Manager with the booking process and event planning of NIDA venue hirers, ensuring accurate documentation, data entry, reporting and regular follow-ups with clients.
- Provide administrative and operational support to NIDA Theatres team with the management of venue hire bookings and events, including setting up for the event delivery, post-event reconciliation processes and record keeping.
- Administer the ticketing service for NIDA produced events, assist with service scheduling, the implementation of ticket requirements, last minute changes and timely reporting.
- Assist with the complimentary ticket allocation and redemption for NIDA Students' Productions, liaise with Ticketek for the set-up of ticket entitlements and provide timely reports including compiling the final guest list for Box Office.
- Liaise with relevant NIDA departments, assisting them with the ticket inventory management and execute processes as required according to the agreed ticketing service standards.
- Assist NIDA Reception team with the administration of customer service enquiries and processes.
- Work collaboratively with all the members of the NIDA Theatres team to ensure support where needed or requested across the Department.
- Undertake other relevant duties as required by your manager or their delegates.

- Adhere to all WHS requirements of the organisation and relevant associated legislation.

## KEY PROFESSIONAL RELATIONSHIPS

**Reports to:** Clients & Venue Hire Services Manager

**Supervises:** NA

**Internal:** NIDA Theatres staff, NIDA staff and stakeholders, NIDA students

**External:** Clients, guests, visitors and general public

## SELECTION CRITERIA

### Essential:

- Demonstrated experience in managing multiple relationships and stakeholders, sometimes with competing priorities, to achieve required outcomes.
- Advanced computer skills, with experience across the entire Microsoft Office suite and database and/or event management competences.
- Excellent organisation and administrative skills combined with a proven focus on attention to detail.
- Ability to work autonomously, to take initiative and problem solve when confronted with challenges whilst maintaining resilience in a high-traffic environment.
- Positive productive working relationships and a capacity to be a strong team player with superior customer service skills coupled with a calm and friendly, can-do demeanour.
- Excellent interpersonal and communication skills, including written and verbal skills and excellent telephone manner.

### Desirable:

- Previous experience in a Box Office and/or event administration role.
- Knowledge of the performing arts industry.

**We are committed to providing an inclusive and supportive environment, so if you require any reasonable adjustments during the application or interview process, please email [peopleandculture@nida.edu.au](mailto:peopleandculture@nida.edu.au)**

This Position Profile will be reviewed and updated on a regular basis to reflect changes in the requirements of the position.