

TITLE	Administration Coordinator
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Reports to	CEO
Direct reports	Volunteers
Employment	Full Time
Location	Claremont, WA

ROLE PURPOSE

This multifaceted role ensures the smooth operation of the office and supports the strategic goals of PSO through meticulous administration and stakeholder management.

The Administration Coordinator is responsible for providing administrative support to the CEO, including calendar management, meeting arrangements, report and presentation preparation and support for board meetings including coordination and distribution of agendas and board packs.

Additionally, this role assists with oversight of office operations and handling general administrative tasks such as phone calls, ordering supplies and coordinating office facilities.

A key part of supporting the CEO is stakeholder engagement which also includes oversight of VIP ticket management for the organisation's events. This role liaises with external ticketing staff, and will include provision of exceptional customer service to stakeholders. Concert duties may include assistance with Front of House and supervision of Volunteers.

This position also supports the CEO with people and culture objectives, including assistance with administration tasks for recruitment, onboarding staff, and fostering a positive team environment through team events.

KEY FUNCTIONS AND ACCOUNTABILITIES

CEO & Board Support

- Support to CEO including CEO calendar bookings, liaison with stakeholders and coordination of meetings including internal and external parties.
- Assist CEO with administrative tasks including design and production of reports and presentations, meeting follow-up, handling confidential information, reading and actioning emails etc.
- Administrative support for Board meetings including timely assembly and distribution of Board Packs, preparation of Agendas, meeting logistics, and distribution of Board Minutes.
- Accurate maintenance of internal and external stakeholder contact details in the private and public sectors.
- Personal conduct and presentation are maintained at a high standard both within the office and in external forums.
- All written and verbal communication with stakeholders conducted in a professional and efficient manner.
- Occasional event support for PSO events/performances and projects.

Ticketing Support	<ul style="list-style-type: none"> • Liaison with external Ticketing Coordinator to provide information for event-specific ticketing builds. • Provide exceptional customer service to patrons, addressing inquiries and complaints promptly and professionally. • Assist Ticketing Coordinator with ticket allocations, holds and releases for events for VIP stakeholders. • Provide Front-of-House support during events.
Office Administration & Operations	<ul style="list-style-type: none"> • Completing general administrative and reception tasks including answering phone calls, accepting deliveries, ordering food/ stationery/ office supplies, organising team activities and staff events etc. • Coordinating of office facilities including liaising with Building Management, Cleaning and Maintenance • Coordinate any office operational changes in consultation with CEO such as upgrades or layout changes
People & Culture	<ul style="list-style-type: none"> • Onboarding – Pre-start comms, week 1 schedule planning, week 1 coordination, IT setup, task handover • Offboarding – handover, staff close-outs • Culture building – arrange staff events and team activities • Foster positive morale and teamwork through living the PSO values
Volunteer Management	<ul style="list-style-type: none"> • Maintain accurate volunteer records including contact information, schedules, and contributed. • Schedule and assign volunteers to appropriate roles and activities based on skills and interests. • Organise volunteer appreciation events and recognition programs.
Other	<ul style="list-style-type: none"> • Support to CEO for speeches and other event details • Other duties as required.

QUALIFICATIONS, ATTRIBUTES AND CAPABILITY

QUALIFICATIONS	Tertiary qualification such as Bachelor of Business / Commerce or Arts Management is desirable
ATTRIBUTES	<ul style="list-style-type: none"> • Loyalty • Tech-savvy • Honesty • Maturity • Responsibility
CAPABILITY	<ul style="list-style-type: none"> • Proven administrative experience • Proven stakeholder management skills, small business agility with professional business mindset and ability

- Strong project management, multitasking, and decision-making skills
- Detail oriented methodology with administrative and organisational tasks
- Understanding and passion for performing arts and music industry, exhibiting that passion with every client and partner engagement.

COMPETENCIES

- **COMMUNICATION** – able to communicate information and ideas clearly and articulately and anticipates the information that others will require. Uses the appropriate language, style and methods depending on the audience and the purpose of the communication.
- **PLANNING AND ORGANISATION** – able to achieve results in a quality, timely, and cost-effective way. Sees priorities, plans the efficient use of resources, and monitors progress against objectives. Anticipates crucial stages in projects. Formulates alternative means of achieving objectives. Responds effectively to unforeseen events.
- **RESILIENT** – measured confidence to take on demanding work or put forward views when they may be challenged. Stays calm in a crisis. Handles competing demands. Overcomes setbacks. Welcomes and learns from criticism.
- **TEAM WORK** – actively participates in team. Encourages co-operation. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritises team goals over individual goals.

PSO VALUES

STAND UP, BE BOLD	We are brave and fearless, open to new ideas and not afraid to speak up and break the rules. We share a sense of fun that inspires a belief that anything is possible.
LIVE TO INSPIRE	We act with passion and pride to create high quality, ground-breaking and memorable musical and cultural experiences for everyone.
MAKE IT HAPPEN	We are motivated, agile and adventurous. We lead, embrace and adapt to change with a fierce determination.
EVERYONE MATTERS	We embrace, respect and welcome everyone and their ideas. We act with integrity, treat people equitably and in a way they feel heard and valued. We reflect the spirit of WA and its people through our actions and activities.
TOGETHER AS ONE	We actively build authentic and meaningful relationships and partnerships, embracing opportunities to work together in new ways. We are one team that supports and encourages the unique contribution that everyone brings.