

## Administration Coordinator

### Role Description

<b>Employment Type</b>	Part Time
<b>Employment Term</b>	January 2023 – January 2024
<b>Salary/Payment</b>	\$52,000 + super, pro rata
<b>Hours</b>	20 hours per week, to be worked over 4 days
<b>Reports To</b>	General Manager
<b>Direct Reports</b>	Nil
<b>Location</b>	Byron Writers Festival office
<b>Last Reviewed</b>	January 2023

### Overview

As Australia's favourite regional meeting place of storytelling and ideas, Byron Writers Festival (Byron WF) attracts thousands of audiences annually to experience shared moments of human connection.

Byron Writers Festival is central to the literary, cultural and intellectual life of the Northern Rivers region and contributes to a vibrant arts sectors nationally. We strive for: a pioneering attitude to creativity; being a leader in the Australian arts community; accessible and inclusive programs; meaningful and enduring partnerships; and a responsible approach to the environment.

Our artistic vision is informed by a belief in the power of literature in shaping lives. It highlights the importance of stories, ideas and debate in influencing our culture and affecting change.

Through our vibrant year-round program, we celebrate diverse Australian writers and stories, engage audiences with new ideas, and enhance access to literature and literacy for people regionally and nationally. We have four flagship programs: the annual Byron Writers Festival, our free creative writing program for children StoryBoard, professional development services for our members, and our annual residential mentorship opportunity.

### Role Purpose

Reporting to the General Manager, the Administration Coordinator plays a critical role in providing administrative support to the Byron WF team to ensure efficient delivery of programs and services. This role is detail oriented and delivers administrative tasks for the organisation including the day to day management of the Byron WF office, general enquiries, diary management for the CEO & Artistic Director, data entry and database management, document and filing coordination, administration of the Festival's organisational systems, accounts payable & receivable, ticketing and box office co-ordination, and preparation of reports and secretariat support for meetings.

While the role reports to the General Manager it provides support across all areas of the organisation's activity, including programs, development, marketing and operations.

### **Key Accountabilities**

- Manage all office administration and requirements and coordinate management of IT systems to optimise business operations and provide recommendations for improved systems.
- Undertake general administration duties including answering phones, banking, post, amenities, stocking of office supplies, petty cash and general housekeeping of office.
- Manage document and filing administration as directed by the General Manager, including liaising with stakeholders regarding external storage, WHS requirements, insurance and general administration.
- Provide secretariat support for meetings at the direction of the General Manager, including issuing meeting invitations, circulating agendas and reports, minuting and circulating action items for staff, festival team and Board.
- Provide diary management to the CEO & Artistic Director, including appointment setting, and travel coordination, where applicable.
- Provide basic bookkeeping support including processing account payable/receivables, preparation of reports, and support for audit, grant submission and acquittals.
- Manage and maintain ticketing systems and reporting for annual Festival and year-round events. Respond to general ticketing enquiries and coordinate volunteer support when necessary.
- Manage and maintain membership lists and details, assist with membership drives, enquiries and services in person, via email and phone. Coordinate quarterly mailing of *northerly* magazine, and manage festival library.

### **Key Challenges**

- Deliver outstanding results and to a high level of administrative excellence in keeping with the reputation of the Byron WF within tight timeframes in a restricted resource environment.
- Manage internal and external relationships with grace and discretion while working under pressure.

## Key Relationships

Who	Why
<i>Internal</i>	
Board of Directors	<ul style="list-style-type: none"> <li>• Provide administrative report as required to assist Board in carrying out their duties</li> </ul>
CEO & Artistic Director	<ul style="list-style-type: none"> <li>• Provide diary management and general administrative support</li> <li>• Provide timely and accurate reports to inform decision making</li> </ul>
General Manager	<ul style="list-style-type: none"> <li>• Provide administrative support in delivery of efficient and effective organisational administration and operational management</li> <li>• Follow direction on all operational and administrative matters</li> <li>• Provide timely and accurate information and administrative support to inform decision making and progress work flows</li> </ul>
Artist Care and Audience Experience Manager	<ul style="list-style-type: none"> <li>• Provide timely and accurate information and administrative support to inform decision making and progress work flows</li> </ul>
Program Manager	<ul style="list-style-type: none"> <li>• Provide timely and accurate information and administrative support to inform decision making and progress work flows</li> </ul>
Development Manager	<ul style="list-style-type: none"> <li>• Provide timely and accurate information and administrative support to inform decision making and progress work flows</li> </ul>
Marketing & Communications Manager	<ul style="list-style-type: none"> <li>• Provide timely and accurate information and administrative support to inform decision making and progress work flows</li> </ul>
Byron WF Team	<ul style="list-style-type: none"> <li>• Work collaboratively to foster efficient and effective workflows and team culture</li> </ul>
Contractors and Volunteers	<ul style="list-style-type: none"> <li>• Manage administrative and bookkeeping contractors, consultants and volunteers</li> </ul>
<i>External</i>	
Contractors and Suppliers	<ul style="list-style-type: none"> <li>• Support administration of external related contracts, agencies, contractors and suppliers to support ROI and agreed delivery of materials and services</li> </ul>
Key Stakeholders	<ul style="list-style-type: none"> <li>• Support management of key stakeholder relationships via administrative support to the leadership team</li> </ul>
Byron WF Members, Audience and Community	<ul style="list-style-type: none"> <li>• Service relationships with members, audience and patrons by providing timely, accurate and courteous responses to enquiries</li> </ul>

### Decision Making

- The Administration Coordinator makes day to day decisions with regard to prioritising activities to meet the administrative needs of the organisation. This role is required to make judgments about appropriate responses to general enquiries and enhancing efficiency in administrative processes.
- Decisions on matters outside the Administration Coordinator's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the organisation are escalated to the CEO & Artistic Director and/or the General Manager.

### Budget Delegation

This position is authorised to approve budget allocations of expenditure up to \$500. Any expenditure above this amount must be referred for approval to the General Manager.

### Essential Requirements

1. Proven track record in provision of administrative support and general office management.
2. Skills or aptitude to learn basic bookkeeping practices.
3. Strong administration, time management and data entry skills.
4. High attention to detail and efficient, systematic approach to administrative tasks and managing workflow.

### Core Capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

## Our Values

- **Integrity** - Choosing what is right over what is fun, fast or easy; choosing to practice our values rather than simply professing them.
- **Respect** - Respecting writers and their contribution to our world; respecting each other and differing opinions; respecting our partners, the environment; the Arakwal people of the Bundjalung nation and all Australian First Nations people.
- **Connection** - Connecting across difference; bringing together diverse people, communities, voices, perspectives, stories, ideas; connecting writers, readers, publishers, members, mentors, creative organisations, storytellers; engaging meaningfully through words, conversations and storytelling.
- **Creativity** - Celebrating creativity, art and artists are intrinsic to what we do; we believe creativity is at the core of being human and thus is the heart-beat of the organisation; we are creative in the way we curate, program and present artists to audiences; we are creative in our organisation and working culture.
- **Adventure** - A quest for intellectual, emotional, artistic, personal and collective adventure through storytelling; sparking curiosity, ideas, passion; opening our hearts and minds, daring greatly; what would the world look like if . . .