

POSITION DESCRIPTION

ADMINISTRATION & EVENT COORDINATOR

Griffin Theatre Company develops and stages the best Australian stories, in a vital cultural hub, for the widest possible audience.

We're looking for another Griffin to join our team. Griffins are identifiable by their can-do attitude, their love for audiences and artists alike, and their passion for great Australian stories.

Griffin's Administration & Event Coordinator will be incredibly friendly and possess great powers of intuition, office and time management, with a zen-like calmness when faced with unexpected challenges.

Supporting a busy team of 12, and extended family of dozens of artists, the position will keep the office running smoothly, process ticket sales and subscriptions, and assist in the coordination of special events and activities for a wide range of stakeholders.

The successful candidate will be able to work from 11am to 7pm weekdays, in order to assist with front-of-house requirements at our venue the SBW Stables Theatre.

To apply for the position, send your CV and a statement addressing the selection criteria to:

simon@griffintheatre.com.au

DEADLINE: 5pm, Friday 20 April

ABOUT GRIFFIN

Griffin Theatre Company has been shaping the future of Australian theatre for over 30 years. Formed in 1978 by a group of NIDA graduates, and in 1980 becoming resident at the SBW Stables Theatre, Griffin remains at the forefront of Australian playwriting, and continues to provide Australia's most promising artists a place to dream, explore and create.

Griffin's home venue has an outstanding reputation as one of the great birthplaces of contemporary Australian theatre. Its unique intimacy, design and historic significance have attracted recognition and affection throughout the industry and general public. With a capacity of only 105 seats, the theatre is Sydney's most intimate and persuasive professional stage.

Griffin produces an annual subscription season of five main stage shows by Australian playwrights, and co-presents a season of theatre by independent artists. In addition to this, we support artists through professional development opportunities, including artist residencies and masterclasses.

Griffin has always been a place of good beginnings. Many artists who began professional careers at Griffin now contribute significantly to the Australian and international theatre, film and television industries. The company boasts among its alumni Michael Gow, Andrew Bovell, Deborah Oswald, Tommy Murphy, Tom Holloway, Louis Nowra, Cate Blanchett, David Wenham, Jacqueline McKenzie and Matthew Lutton.

The list of landmark Australian stories first staged at Griffin is equally impressive. The acclaimed films *Lantana* and *The Boys* began life as plays first produced by Griffin, as did the hit TV series *Heartbreak High*. Many other plays premiered by Griffin are produced regularly throughout Australia and internationally, including Australia's most widely produced play, Michael Gow's *Away*.

Griffin's productions have reached wider audiences through co-productions and national and international tours. Tommy Murphy's *Holding the Man* has played in multiple venues in Sydney before transferring to Melbourne and eventually London's West End. Tom Holloway's *Love Me Tender* played to a wider audience at Sydney's Belvoir Street and as part of the Perth International Arts Festival.

Most recently, Griffin has achieved unprecedented box office success with a revival of Gordon Graham's *The Boys* selling out an 8-week season as part of Sydney Festival 2012. Paul Capsis's one-man show *Angela's Kitchen* (2010) and a revival of Andrew Bovell's *Speaking In Tongues* (2011) also both achieved sold out seasons and attracted critical and audience acclaim. Meanwhile, Lachlan Philpott's *Silent Disco* achieved a near sell-out season and introduced a significant younger audience to Griffin in 2011.

Recent success has launched Griffin into a period of unprecedented growth, with subscriptions doubling in the past two years and shows frequently selling out. A major capital works appeal enabled upgrades to the theatre, and other private and corporate support continues to enable growth of our activities within and beyond the theatre.

"But if we want evidence that we are better at making theatre these days, here it is. This production is gripping: Strong confirms himself to be one our best directors, a combination of high intelligence and evolved sensibility... More to the point, Strong guides these actors into a kind of acting that seems to reach a new high point in our local style."

JAMES WAITES on *Speaking in Tongues*

Name of Position: ADMINISTRATION & EVENT COORDINATOR

Position Type: Full-time, 11am – 7pm (Monday to Friday)

Reports to: General Manager

Salary: \$40 - \$42,000 per annum, plus superannuation

Objectives:

- To be the first point of contact for telephone, email and in-person enquiries at the Griffin office and respond to those enquiries in a timely and efficient manner
- To ensure the smooth running and general maintenance and supply of the Griffin Office
- To provide event coordination and support for all Griffin activities, including daily front of house requirements at the SBW Stables Theatre
- To assist the Marketing Manager with management of opening night events, production promotion and distribution of marketing collateral
- To ensure the smooth and timely processing of subscriptions and other single ticket purchases in liaison with the FOH manager
- To ensure the maintenance and regular update of all Griffin databases

Key Internal Relationships:

- Whilst the position largely operates under the supervision and direction of the General Manager, the Administration & Event Coordinator has autonomy to freely manage the office and develop and implement procedures
- Provide general administrative support to Griffin Management
- Collaborate with team members to coordinate and deliver marketing, fundraising or other events
- Office volunteers – organise rosters as required

Key External Relationships:

- The Administration Coordinator is the first point of contact on the phone and in-person for Griffin's service providers, subscribers/single ticket buyers and the general public

Major Duties:

To be the first point of contact for telephone, email and in-person enquiries at the Griffin office

- Answer telephones in a professional and courteous manner including checking the

answering machine (and the theatre answering machine) and emails for messages and fielding general inquiries

- Provide information and response to general incoming office enquiries (phone, email, in-person) in a timely and efficient manner
- Ensure all public office spaces are kept neat and presentable at all times

To ensure the smooth running and general maintenance and supply of the Griffin Office

- Manage and develop administrative systems and procedures within the office including maintenance of office equipment and ordering of office stationery and supplies
- Liaise with the General Manager regarding the maintenance of the networked telephone system, computer server, photocopier/ printer/ fax, other information technology and critical administrative infrastructure
- Liaise and assist the FOH Manager with the ordering of box office, theatre and bar supplies/stock
- Manage and roster office volunteers as required including regular maintenance of Griffin's volunteer advertisements and the handling of incoming enquiries
- Prepare agendas and minute weekly meetings
- Ensure mail is posted
- Coordinate the use of the theatre, office and meeting rooms, including provision of keys and alarm codes to producers, technical staff and other approved users
- Advise the Security Company on any security changes in relation to the office/venue and after hours contacts, alarm arming times and other security matters as they arise
- General admin duties as required and directed

To provide event coordination and support for all Griffin activities, including daily front of house requirements at the SBW Stables Theatre

- Coordinate travel and accommodation requirements for company members and artists, including providing itineraries and travel info packs
- Assist the Front of House Supervisor between 6pm and 7pm on weekday performance nights
- Assist staff in developing and coordinating elements of special events (including General Auditions, Opening Nights, Donor and Fundraising events, Festival of New Writing, Griffin Award, Forums & Season Launches)
- Liaison with other staff, particularly the FOH Manager, for the delivery of the practical elements of events within the venue and off-site - such as ordering, suppliers, catering and guests

To assist the Marketing Manager with management of opening night events, production promotion and distribution of marketing collateral

- Provide administrative support in relation to in-house marketing including merging database information into letters and envelopes, stuffing envelopes, mailing and

distribution of marketing materials within the local area

- Coordinate event invitations and receipt of RSVPs
- Coordinate mailing database for delivery to Griffin's mail-house for scheduled mail-outs

To ensure the smooth and timely processing of subscriptions and other single ticket purchases as necessary and as directed

- In liaison with the FOH Manager, the management of ticket requests, ticket returns and subscriber ticket bookings and exchanges, including coordination of subscriber collateral
- Process phone bookings and assist with general ticketing enquiries

To ensure the maintenance and regular update of all Griffin databases

- Maintain Company contact database and lists from information provided by the ticketing system, surveys, returned mail etc
- Add new subscribers and workshop participants to the mailing list

To ensure the reconciliation of box office and other monies for banking and weekly reporting of monies received

- Reconciliation and banking of monies received from FOH, bar sales and other monies
- Manage petty cash monies and regular reconciliation of petty cash monies

To ensure donations, subscriptions, fees and other monies are processed as required and reported to the company Finance Manager

- Report weekly on banking and receipt of cash, credit and cheque monies to the Finance Manager
- Receipt of all monies received in the office as they are received

***Knowledge & Experience
(Selection Criteria):***

- Administrative and organisational skills within a small to medium-sized arts or event company
- Very high proficiency in word processing, database and other Microsoft Office software (especially Microsoft Word, Outlook and Excel)
- The ability to prioritise, multi-task and meet strict deadlines
- An efficient and consistent communicator with a high level of interpersonal, communication and customer service skills
- A personable and flexible approach to people, including the capacity to coordinate the schedules of a number of busy people and venues
- Experience with financial transactions for reconciliation and balancing of takings, floats and banking

Key Performance Measures:

- Phone calls are answered without delay, messages are passed on immediately and enquiries are dealt with, in most cases, on the spot
- The Griffin office is continually stocked of all necessary supplies and major spikes in usage of stock are anticipated and catered for
- The office is continually maintained in a clean and presentable state
- Office equipment is continually maintained in working order and necessary repairs are carried out expediently
- Box office and bar taking are accurately reconciled and balanced on a weekly basis in accordance with ticketing and till reports
- Current banking sheets are supplied to the Finance Manager on a weekly basis and monies are banked daily
- Administrative duties are successfully acquitted in weekly meetings with the General Manager
- Databases are ready and up to date for download at critical dates
- The delivery of the practical elements of key events to a high standard, on time
- Liquor licensing conditions are met
- Subscription and other ticketing enquiries are processed quickly

Last Updated:

2 April 2012