

**GRIFFIN THEATRE COMPANY
INFORMATION FOR CANDIDATES:
ADMINISTRATOR**



ADMINISTRATOR – POSITION BRIEF

OUR VISION

Stories about us, by us, for us.

Griffin Theatre Company is Australia's premier new writing theatre.

OUR PURPOSE

To lead the country in the development and staging of outstanding new Australian plays.

WHO WE ARE

Griffin is Australia's only theatre company solely dedicated to developing and staging Australian plays. Founded in 1979, we are one of the great engine rooms of Australian theatre. We have shaped and platformed the narratives that help us know who we are as a nation, where we've been and who we want to become.

WHAT WE DO

Griffin is a creative hub for the development and production of Australian playwriting. Each year we produce four to six Main Season works, alongside co-productions and touring new Australian work regionally and interstate. Most of these works are new Australian plays, but occasionally there's a revival of work from the canon of Australian theatre. Our annual season also includes our Griffin Lookout program, through which we platform the next generation of Sydney's most exceptional independent theatremakers — providing space, producing support, and a cash stipend. Behind the scenes each year we develop the artists and new plays that will feature in our annual season over years to come. We run a number of well-recognised artist development programs that touch on three key considerations: access, ecology and pipeline of new work.

OUR HOME

Griffin's home is the historic Stables Theatre in Kings Cross—considered one of the birthplaces of contemporary Australian theatre. At 105 seats, the Stables is one of Australia's most intimate professional theatres. It is the original home of the legendary Nimrod Theatre Company established by John Bell, Richard Wherrett, Ken Horler and others. Now almost 45 years later, Griffin is the proud owner of the Stables Theatre, which will undergo a major renovation 2024–2025 to make it both accessible and fit for purpose when it reopens in 2026

It's an exciting time for Griffin, and an excellent opportunity to join a dynamic team dedicated to shaping the future of Australian theatre.

ADMINISTRATOR – POSITION DESCRIPTION

Basis of Employment:	Full time, one-year contract
Hours of work:	38 hours per week The nature of working for a theatre company and requirements of this position require a degree of flexibility, and on occasion includes evening and weekend work.
Employment Conditions:	4 weeks annual leave
Location:	The role is based in Darlinghurst at Griffin's offices and the SBW Stables Theatre. <u>Please note:</u> These locations are only accessible via stairs.
Base Salary Range:	\$55,000 - \$60,000 plus superannuation
Additional Details:	<p>The responsibilities of this position require the successful applicant to be comfortable working in a dynamic performing arts environment, and the challenges that come with that including irregular and long hours and live performance deadlines.</p> <p>Griffin is committed to access and inclusion, and aims for cultural representation to be achieved at all levels of the company. We strongly encourage applications from First Nations people, people from a diversity of cultural and linguistic backgrounds, people from d/Deaf & Disabled communities, and people from LGBTQIA+ communities.</p> <p>Please note that Griffin Theatre Company currently requires all staff to be fully vaccinated against COVID-19.</p>

POSITION OVERVIEW

The Administrator is responsible for effective administration and operational support to the Griffin team and smooth running of the office on a daily basis. The Administrator is often the first point of contact for the general public. The Administrator reports to the General Manager and works closely with other heads of departments.

- Objectives:**
- Ensure the smooth running and general maintenance of the office, including developing, managing and improving office systems and processes
 - Be the first point of contact for telephone, email and in-person enquiries at Griffin's office, which also serves as a box office.
 - Provide support to the Ticketing Manager in relation to the smooth and timely processing of subscriptions and single ticket purchases
 - Support the delivery of Griffin's productions and artistic programs
 - Provide event coordination and support for Griffin activities
 - Provide administrative support to the Executive, particularly with Board liaison and related company management

Key Internal Relationships:

- Operate under the supervision of the General Manager
- Provide general administrative support to Griffin Executive and team
- Collaborate with all Griffin team members to coordinate and deliver Griffin programs and events – including liaison with Production, Marketing, Development and Ticketing teams
- Work alongside the Ticketing Manager as the first point of contact on the phone and in-person for Griffin’s service providers, subscribers/single ticket buyers and the general public
- Griffin Board Directors
- Office volunteers

Key External Relationships:

- The Administrator is often the first point of contact both on the phone and in-person for Griffin’s subscribers, single ticket buyers and the general public
- Griffin’s Artists and attendees of artistic programs
- Office and theatre suppliers and contractors
- Griffin’s neighbours

Key Duties:

To ensure the smooth running and general maintenance of the office, including developing, managing and improving office systems and processes

- Manage the office and develop and implement administrative systems and procedures within the office, including maintenance of office equipment and ordering of office stationery, kitchen and cleaning supplies
- Ensure all public office spaces are kept neat and presentable at all times and actively lead the Griffin team to maintain a functional and pleasant office environment
- Provide administrative support to Griffin staff, including onboarding of new employees
- Coordinate the use of the office, meeting rooms and theatre, including provision of keys and alarm codes
- Liaise with the General Manager regarding the maintenance of the telephone system, computer server, photocopier/printer, other IT and critical administrative infrastructure
- Be the main point of contact with Griffin’s office and theatre external contractors (e.g. office and theatre cleaners, IT services provider) and service providers (e.g. waste management, office equipment, security, building compliance)
- Manage and reconcile the Griffin credit card and assist the Finance Manager with payments and general administration
- Ensure the maintenance and regular update of Griffin’s databases
- Share office and theatre maintenance responsibilities with the Technical Manager
- Other administration tasks/duties as required and directed

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

- Provide information and response to general incoming office enquiries (phone, email, in-person) in a timely, accurate and efficient manner.
- Log customer feedback in CRM database Tessitura for customer satisfaction index (CSI) weekly reporting.
- Remain up-to-date on all Griffin activities and the broader industry sector

To provide support to the Ticketing Manager in relation to the smooth and timely processing of subscriptions and single ticket purchases

- Assist the Ticketing Manager with 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 support the delivery of Griffin's productions and artistic programs

- Assist in the administration, correspondence, and delivery of Griffin's artistic programs, including the Griffin Award, Griffin Studio and Griffin Ambassadors, amongst others
- Provide administrative support to Griffin's Main Season productions, Griffin Lookout and Special Events, including coordinating auditions, liaising with artists and agents, the Season Launch and other responsibilities as required
- Coordinate travel and accommodation requirements for company members and artists, including budgeting travel costs, providing itineraries and creating travel info packs

To provide event coordination and support for Griffin activities

- Coordinate elements of special events (including Opening Nights, Donor and Fundraising events & Season Launch) by managing schedules, budgets, gifts, suppliers and catering as required
- Coordinate and deliver Griffin internal events and activities

To provide administrative support to the Executive, particularly with Board liaising and company management

- Provide high level confidential administrative support to the Executive and the Board
- Organise appointments, meetings and functions as required
- Maintain Board minutes and current registration of Board Directors with ASIC, ACNC and other governance bodies
- Assist with regulatory reporting as required

Selection Criteria

- Ability to liaise confidently, courteously, and confidentially with internal and external representatives at all levels with high levels of integrity and discretion
- Exceptional administrative and organisational skills, including strong attention to detail
- Ability to create and adhere to management systems to assist the efficiency of staff, and in anticipating the needs of the Executive and Board
- A personable and flexible approach to people, with strong interpersonal, customer service, and verbal and written communication skills
- Demonstrated ability to prioritise and multi-task, involving strict deadlines of multiple projects, budgets and stakeholders
- High proficiency in word processing, database use and maintenance, email correspondence, and other software (especially Microsoft Word, Outlook and Excel)
- Demonstrated ability to motivate, support and manage staff and service providers
- Knowledge of and commitment to OH&S practices

**Desirable
Criteria**

- Experience with CRM database Tessitura
- Responsible Service of Alcohol certificate
- Working With Children Check
- A current Australian driver license
- Experience and/or knowledge of the performing arts industry and not-for-profit sector

**Key
Performance
Indicators**

- Enquiries and correspondence are replied to in an accurate and timely manner, in most cases, on the spot
- Office is continually stocked of all necessary supplies and major spikes in usage of stock are anticipated and catered for
- Office is continually maintained in a neat and presentable state
- Office equipment is maintained in working order and necessary repairs are carried out expediently with consideration of cost savings
- Credit card is accurately reconciled and balanced on a weekly basis
- Databases are accurate and up to date for download at critical dates
- Delivery of the practical elements of key events is sufficient and on time
- Demonstrated collaboration and teamwork
- Feedback received from Griffin audiences in relation to their ticketing and box office experience is of a positive nature

APPLICATION REQUIREMENTS

Applicants should submit the following:

1. A written application (no more than 2 pages) or video (no more than 5 minutes) addressing the Selection Criteria
2. A current CV and contact details of 2 referees.

Applications should be emailed with ADMINISTRATOR in the subject line by **5pm on Friday 8 December 2023** to khym@griffintheatre.com.au

If you would like to discuss the position in more detail, please contact Khym Scott by email on khym@griffintheatre.com.au