

Position description

Coordinator Operations and Administration

Summary information

Section	Arts and Cultural Development	Directorate	City Living
Position grade	Grade 18	Position type	Permanent, full-time
Skill descriptors	Band 3 Level 3	Direct reports	Yes
Reports to	Manager Arts and Cultural Development	Release limit	\$0
Approval limit	\$50,000	BCC number	BCC792
Created/reviewed	February 2023		

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position purpose

- Co-ordinate the administration of the Arts and Cultural Development (ACD) Section,
- Co-ordinate the operations of the Arts and Cultural Development (ACD) Section cultural assets and events including the Leo Kelly Blacktown Arts Centre (LKBAC), Main Street Studio, Kelso Lane Creative and oversee all aspects of venue operations and site-based events and programs.
- Manage a team of staff, contractors and volunteers.
- Assist the manager with preparation, management and reporting of budgets and business plans.
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

2 Qualifications and experience

Essential

- Degree qualification in Arts Administration/Management or a related field
- Solid working experience managing a public arts/cultural facility, including visitor services, maintenance, scheduling, and financial management
- Familiarity with the technical and equipment requirements, operations and maintenance for a performing arts and gallery facility
- Proven capacity to work effectively in a multi-disciplinary team
- Demonstrated ability to develop and manage budgets
- Excellent negotiation, interpersonal and communication skills
- Well developed problem-solving skills
- Demonstrated computer literacy, especially in Microsoft Office suite
- Proven capacity to work in a high-pressure team environment with competing demands
- Able to work weekends and evenings when required
- Current class C driver's license.
- Working with Children's Check

Desirable

- Demonstrated high level administrative and organisational skills
- Solid working experience collaborating with artists
- Proven ability to provide operational and technical support for multi-disciplinary contemporary arts programs
- Knowledge of best practice volunteer management.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- To oversee administration of Blacktown Arts and Cultural Development section
- To oversee operations of Blacktown Arts and Cultural Development section including cultural facilities and site-based event and programs
- To oversee the delivery of strategic initiatives and special projects as required.
- To manage a team of staff, contractors and volunteers
- To assist the Manager Arts and Cultural Development (MACD) with preparation, management and reporting of budgets and operational/business plans.

- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Coordinate the delivery of administrative project support to the Program team including procurement, artist and supplier liaison, events support and set up, catering, database maintenance, generation of contracts and correspondence and other assistance as may be required.
- Coordinate operational support for all projects scheduled at LKBAC or other venues and locations, and in consultation with MACD ensure adequate staffing and other resources are available.

- Develop, document, review and maintain comprehensive and accessible procedures for the efficient administration of the ACD section including record keeping protocols, procurement processes, information and communications systems, and others as necessary.
- Manage a team of staff, volunteers and casuals including training and development, the coordination of rosters, flexi time and leave.
- Oversee coordination of meetings including recording minutes, preparation and distribution of business papers and room set up as required.
- Assist in the preparation of management of budgets for the LKBAC and ACD section in consultation with other staff.
- Develop budgets for external funding and prepare financial acquittal information.
- Assist the MACD with the development and review of all corporate reporting.
- Authorise expenditure within delegated authority and ensure that purchasing and procurement practices are compliant with corporate procedures and policies.
- Oversee the establishment and maintenance of audience, artist, industry and community contact databases in collaboration with the team.
- Coordinate the delivery of box office and front of house services for all Blacktown Arts projects.
- Ensure administration, front of house staff and volunteers are appropriately trained and provided with program information to ensure and deliver high quality visitor experience.
- Coordinate maintenance, cleaning and security of buildings, grounds and assets.
- Ensure that insurance and legal requirements relevant to the management of the LKBAC, and other Blacktown Arts venues and projects, are adequately covered by maintaining regular dialogue with Council's risk management officers.
- Coordinate operational and administrative requirements for public programs school and group tours to the LKBAC and other Blacktown Arts venues and projects,
- Participate in networking and partnerships as appropriate.
- Foster an effective team working environment with ACD section staff, contractors and volunteers.
- Ensure that best practice community engagement is integrated into operations and customer service delivered by the Arts and Cultural Development section.
- Collaborate with and support colleagues to ensure to integrate customer focus within all arts and cultural activities programmed and delivered by Blacktown Art.
- Oversee the delivery of strategic initiatives and special projects as required.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement		
Employee	Name	_____
	Signature	_____ Date _____
Supervisor	Name	_____
	Signature	_____ Date _____