

POSITION DESCRIPTION

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| Position Title | Performing Arts Centre Trainee |
| Position No. | T2 |
| Position Status | Temporary Full-Time |
| Business Unit | Arts and Culture |
| Division | Community and Culture |
| Classification | Trainee |
| | Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement |
| Date Approved | December 2022 |
| Approved By | General Manager Community and Culture |

WELLINGTON SHIRE COUNCIL VALUES

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|------------------------|--|
| Cooperation | Working together, teamwork, collaboration and being solution-oriented. |
| Integrity | Acting with respect, honesty, reliability, trust, tolerance and understanding. |
| Balance | Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources. |
| Professionalism | Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement. |
| Sustainability | Going above and beyond to demonstrate commitment to leading sustainable practices and encouraging and supporting others to do the same |

POSITION OBJECTIVE

The Performing Arts Centre Trainee is to assist in the operation of services provided by The Wedge Performing Arts Centre. This will include quality customer service, box office operations, administration and function set-up. It may also include some work at other Shire cultural facilities from time to time.

ORGANISATIONAL RELATIONSHIPS

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|--------------------------|------------------------------------|
| Reports to | Coordinator Theatre Administration |
| Supervises | Nil |
| Internal Liaisons | All Council staff |
| External Liaisons | Visitors |

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- Under the general supervision of the Coordinator Venue Administration the Trainee is responsible for assistance in the day-to-day operation of The Wedge Performing Arts Centre.

Judgement and Decision Making

- Guidance and advice is always available.

Specialist Knowledge and Skills

- Ability to understand and stay abreast of current and coming show information.
- Certificate in Arts / Business (Administration).

Management Skills

- Requires skills in managing time, setting priorities, planning and organising own work.

Interpersonal Skills

- Communication skills; with particular emphasis on verbal communication with visitors and fellow staff members of The Wedge Performing Arts Centre.
- Written communication skills – to write reports as required.
- Accuracy and attention to detail, maintain concentration in routine work.

Qualifications and Experience

- Knowledge of Microsoft Office with the ability to learn specialist Performing Arts Centre software.
- Cash handling experience.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Certificate in Arts / Business (Administration).

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety (OH&S) requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the Council's records management policy and adherence to the written style guide.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Operate the ticketing software to sell tickets, manage reservations, maintain patron details and provide visitors with show information in accordance with CPIs and business unit plans.
- Complete daily financial reconciliations in accordance with Council's cash handling policy.
- Assist with daily office administration duties, mail outs, typing, filing and preparations of lists and documents including marketing materials in accordance with CPIs and business unit plans.
- Ensure required study is completed in line with the institution's training plan, seeking advice and assistance when needed to achieve a completed qualification.
- Be the main contact for all Customer Service enquiries.