

POSITION DESCRIPTION

Position Title:	Coordinator, Theatre Programs/Studio Q
Award / Level:	LGA Level 5 MA000112
Department:	Theatre team, Joan Sutherland Performing Arts Centre
Type:	Part Time temporary contract

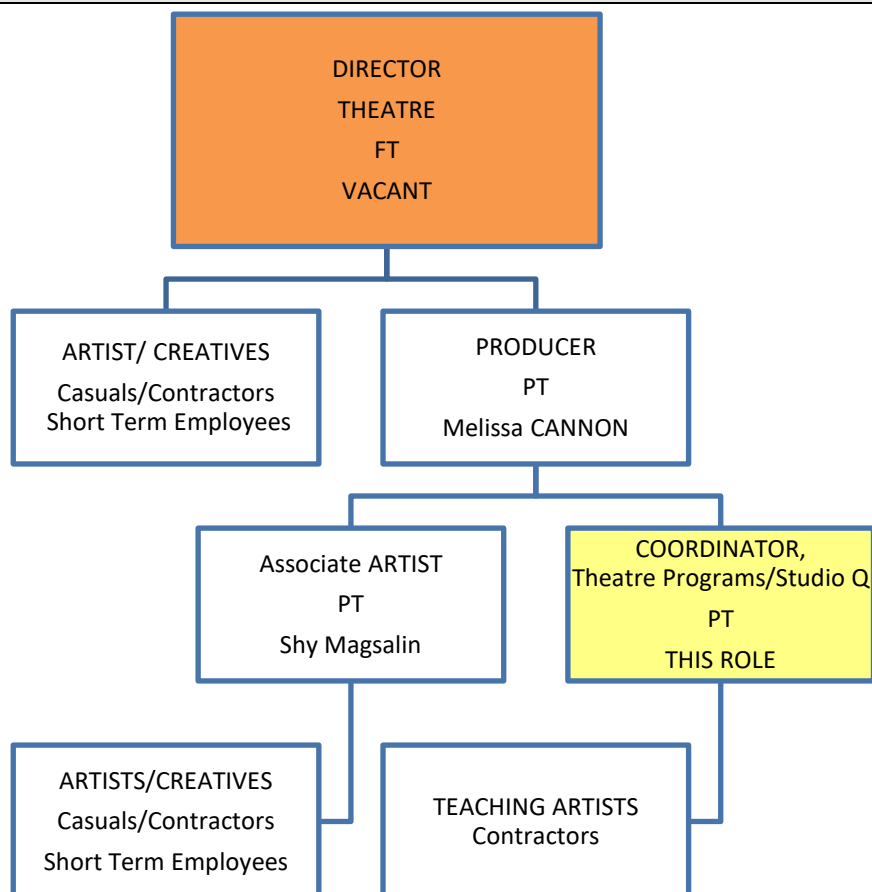
Position Purpose

The Coordinator role's primary responsibility is to ensure the success and smooth and safe operation of the Studio Q program which runs weekly theatre and performance training classes for students aged 5 and up and for adults living with a disability.

The role requires excellent liaison skills, to coordinate programs working with numerous contractor teaching artists, with students and their families, and internally working closely with venue, marketing and ticketing teams. The role is responsible for ensuring timely and accurate contracting of the teaching artists in close cooperation with the Administration Manager and is required to be onsite at the Joan when classes are scheduled to ensure smooth operation of programs.

The Coordinator also supports the projects of the Theatre (New Work) team including productions, residencies and creative developments.

Department Structure



Key Result Areas

1. Studio Q Program Coordination

Major Actions

With support from the Producer and Associate Artist, coordinate Studio Q program activities including:

- Drive and coordinate student enrolment each term
- Be the key liaison for teaching artists, students and their families:
 - Communicating with all students and their families ahead and during class terms including regarding future term bookings
 - Liaising with teaching artists and supporting contract preparation and onboarding
- Work closely with Ticketing and Venue Services staff to ensure ongoing accuracy and efficiency of enrolment, booking, invoicing and remittance processes
- Ensure that WHS, WWC, First Aid and PLI requirements are continually met and recommend improvements as necessary
- Ensure Program adapts and responds to Covid Safety requirements in line with government directives and PP&VA policies.
- Maintain records on theatre education, support research opportunities and increase documentation and visibility of the organisation's theatre and theatre education programs
- Be onsite at the Joan when classes take place (Tuesday 4.30-7.30pm, Friday 9.30am-3.30pm, Saturday 9am-5pm) as key contact for students and teaching artists.
- Coordinate day to day program administration including teaching artist payments, updating contact details, updating student enrolment details, and responding to program queries.
- Work with Marketing, Technical, Box Office and Venue Services teams to deliver end of semester presentation events.
- Support teaching artists in delivering regular student performances; and support all program partnerships
- Manage and deliver program documentation including evaluation surveys, photographs and media, booking and attendance data.

Performance Measures

- Successful workshop/ensemble program delivery and student performances
- Safe and secure operations of the Studio Q program with low levels of incidents and ongoing successful risk management
- Effective and professional communication with all key stakeholders including staff, students, their families, and teaching artists.

2. New Work/Theatre Program/Project Support

Major Actions

- Attend team meetings
- Work with the Producer to support production and logistics as needed.
- Attend rehearsals, production meetings and performances as appropriate
- Liaise with internal and external stakeholders as required regarding the delivery of projects
- Other duties as required

Performance Measures

- Projects delivered safely without incident and within budget
- Quality accurate data and documentation produced for all events
- Level of satisfaction from collaborators, artistic and other partners and stakeholders

COORDINATOR, Theatre Programs/ Studio Q

Key Result Areas

All shaded Key Result Areas are compulsory for every Position Description

3. Customer Service

Major Tasks

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA

4. Corporate Governance and Effective Work Practices

Major Tasks

- Work as part of a team
- Ensure all work is completed accurately and on time
- Support other team members
- Actively listen and use positive communication techniques
- Work within the policies, guidelines and statutory requirements for the work being undertaken
- Follow defined WHS guidelines, and maintain a clean and safe workplace
- Provide effective customer service, always be conscious of PP&VA's public image
- Deal with the public in a courteous manner and promote PP&VA in a positive way
- Undertake alternative duties as directed from time to time
- Supervise and/or train staff (after sufficient experience with PP&VA)

Individuals with NO Staff reporting to them

5. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Performance Expectations

- Work completed is accurate and attention to detail is demonstrated
- Work from any of PP&VA's sites and carry out other duties as required
- Initiative is used in solving workplace problems and contribution is made to workplace change
- Punctuality and attendance is satisfactory and leave is planned well in advance
- Time is managed efficiently, and work is completed within reasonable timeframes
- Work is completed in line with WHS guidelines and contribution is made to WHS consultative process
- Effective communication and interpersonal skills are applied
- Motivation and cooperation are demonstrated
- Undertake training as directed
- Commitment to EEO and anti-discrimination is demonstrated
- PP&VA resources are used efficiently

COORDINATOR, Theatre Programs/ Studio Q

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- At least 2 years' experience in education, arts, and/or project management
- Excellent people skills including experience building strong relationships with staff and stakeholders
- High level written and verbal communication skills
- Excellent administration and organisation skills and an ability to work to deadline and under pressure
- Current Working With Children Check (or ability to acquire)

Desirable

- Current NSW Drivers Licence
- First Aid Certificate
- A passion for arts education

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

COORDINATOR, Theatre Programs/ Studio Q

Values and Behaviours

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals