**POSITION DESCRIPTION**

**ADMINISTRATION & OPERATIONS MANAGER**

<table>
<thead>
<tr>
<th>Position Description</th>
<th>Administration &amp; Operations Manager</th>
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<tr>
<td><strong>Title:</strong></td>
<td>Administration &amp; Operations Manager</td>
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<tr>
<td><strong>Employment Conditions:</strong></td>
<td>Permanent full-time. Flexible working hours will be required in the lead-up to, and during, and immediately after the Festival</td>
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<td><strong>Remuneration:</strong></td>
<td>$44,000 (pro-rata) + 9.25% superannuation</td>
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<td><strong>Contract Term:</strong></td>
<td>An initial term to 31 December 2014, with an option to renew for two years, subject to performance outcomes</td>
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<td><strong>Location:</strong></td>
<td>Albert Hall, 45 Tamar Street, Launceston, Tasmania</td>
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**Organisational Relationships**

**Reports to:** Executive Director, Junction Arts

**Supervises:** Production Manager, Volunteer & FOH Coordinator, Ticketing Coordinator and Administrative Assistant

**Key Relationships:** Junction Arts’ staff, Junction Arts’ Management Committee (commonly referred to as ‘the Board’), banking institutions, stakeholders, vendors and suppliers, artists, interns and volunteers, patrons, participants, and the general public

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**Junction Arts Background**

Junction Arts is a developmental organisation based in Launceston, Tasmania that works closely with local, national and international professional artists to commission, produce and present new performances and projects that artistically aim to challenge traditional relationships between artists and audiences, primarily through its annual Junction Arts Festival.

Now in its fourth year, Junction Arts Festival is one of Tasmania’s growing number of niche festivals and events across the state that takes place in Launceston, Tasmania in late winter/spring. Junction’s particular focus is on live arts, participatory and site-specific performances that place the audience at the centre of the experience and use non-traditional venues, outdoors, and present in a range of public and private spaces.

Junction Arts works year-round behind the scenes to support artists’ careers, produce events, provide mentoring and training opportunities for local students and youth, expand learning outcomes for children and schools, engage the local community, and promote Launceston, Tasmanian, and Australian artists.

Junction’s annual turnover is approximately $400,000. The organisation’s principal funding partner is Events Tasmania. Additional support is provided by grants from the local Launceston City Council and the federal government, philanthropic trusts and foundations, and corporate partners, as well as income earned through box office, bar sales and merchandising. Junction Arts is a not-for-profit association governed by a Management Committee (commonly referred to as ‘the Board’). The Executive Director is the CEO of the organisation, curates the Junction Arts Festival, reports to ‘the Board’, and directs all Junction staff and programs.
Role Description
The Administration & Operations Manager is a senior management role responsible for the overall efficient and effective management of Junction’s administration and its overarching general operations including financial and human resource management, program and event operations, oversight of governance arrangements, general administration, office management, and customer service.

The Administration & Operations Manager’s role is to ensure the effective flow of information within the office; manage finance and budgets and deliver financial information and statements for reporting purposes and annual audit; oversee compliance with and ensure Junction meets its legal, legislative and insurance requirements; manage recruitment and ensure adherence to Junction’s human resource management policies and procedures; develop and manage ticketing, front of house and volunteer procedures and protocols; manage Junction’s customer service to achieve a high level of customer satisfaction; support effective governance through the efficient administration and coordination of ‘Board’ meeting agendas, reports, proposals, and discussion papers; take accurate minutes, or oversee the taking of accurate minutes, of ‘Board’ and staff meetings; and ensure that the office and its materials and equipment are provided and maintained to a high working standard.

Duties and Responsibilities:

Financial Management (25%)
• Manage short, medium and long-term financial management processes that support financial strategies, encourage long-term financial stability and growth, maximise cost efficiencies, and ensure strict adherence to financial systems and internal controls
• Using MYOB, manage program and project budgets, especially for the Junction Arts Festival, including year-to-date actuals, cash flow forecasts, year-end-projections, and variance analyses; and provide monthly financial reports, including project and program budget reports, to the Executive Director, ‘the Board’, other members of the Senior Management Team, Junction’s auditor, and as otherwise required; and ensure the Junction Arts Festival and other Junction events are staged within budgets approved by ‘the Board’
• Manage the timely preparation of clear and accurate data for the annual audit of Junction Arts’ finances in collaboration with the Executive Director and Junction’s auditors
• Prepare detailed budgets, financial or operations updates and other administration and operations-related reports as may be required for: grant applications and acquittals, partnership and sponsorship packages; ‘Board’ and associated committee updates and meetings; or for other purposes as may be required by the Executive Director
• Manage all bank accounts, investment options, online banking, foreign transfers, Junction Arts’ credit cards, petty cash, monthly bank reconciliations, and the Junction Arts Festival’s and other Junction events’ box office, bar and event reconciliations
• Manage Junction’s bookkeeping ensuring that all transactions are entered appropriately and in a timely manner, including invoicing and payments, reconciliation of creditors and debtors, and maximising interest and investment options and opportunities for early payment discounts
• Manage the payroll for all staff and contractors, including salary reconciliations, superannuation contributions, and the processing of staff expense claims
• In collaboration with the Marketing & Fundraising Manager develop financial modelling and processes to support fundraising and other revenue-raising strategies and activities; and oversee the conduct of event economic impact analyses
• Participate in a post-Junction Arts Festival evaluation and that of other Junction events, including preparation of a final reconciliation of administration budgets and a final report on the Festival’s and other events’ finances, operations, and human resource management, including an evaluation
of the effectiveness of implemented strategies, budgets, staffing, and analysis of overall outcomes with recommendations for future festivals and other events.

**Compliance & Contracts (15%)**
- Manage all of Junction’s insurance requirements, including but not limited to: public liability; workers compensation; management, directors’ and officers’ liability; and volunteer, business property, and event insurance - ensuring that all insurance risks are mitigated.
- Manage the timely production of all statutory financial reports and all other requirements of the Tasmanian Department of Justice, the Australian Taxation Office (ATO), the Australian Charities and Not-for Profit Commission (ACNC), the Register of Cultural Organisations (RCO), or others as required - including quarterly BAS statements, GST reporting, quarterly PAYG returns; and complete annual returns and registration and other requirements associated with Deductible Gift Recipient (DGR) status; ensure company registration is maintained; and be the principal point of contact with all statutory bodies.
- Manage an effective organisation-wide contract system, and in collaboration with other members of the Senior Management Team, oversee the delivery of all Junction Arts contracts, incorporating those for the Junction Arts Festival – including, but not limited to: staff and contractors, artists, government agencies, grants, corporate partners and sponsors, venues, vendors, suppliers, and lease arrangements; and oversee all general office contracts including for telephone, IT, cleaning, garbage and recycling services.
- Oversee the Production Manager in delivering compliance with all legal, legislative, industry and local government policies and standards including those pertaining to risk management, OH&S, and event insurance, and emergency procedures; and designate voluntary first aid personnel and fire marshals for the Junction office.
- Develop and maintain effective relationships with government agencies and local council staff, bankers, vendors, suppliers, auditors, partners and other external agencies.

**Human Resources - HR (15%)**
- Manage personnel administration and the implementation of Junction’s human resource (HR) management policies establishing and maintaining all human resource management records relating to the employment of all Junction Arts contractors and staff, including employment contracts, staff induction, wage and salary payments, timesheets, tax forms, superannuation, bank account set-up, leave and/or time-off-in-lieu (TOIL) accrual, computer and email accounts, security and key registry, and parking, and ensure that all such matters are managed in the strictest confidence.
- Develop and manage human resource management procedures in accordance with Junction’s HR policies, current legislative requirements, and in accordance with industry best practice; and ensure that the Junction Arts Festival Operations Manual and any other Junction Arts operation manuals are kept up to date and followed by all staff.
- In collaboration with the Executive Director, manage the recruitment and selection of new employees, including recruitment advertising, receipt and acknowledgement of applications, interviewing - as appropriate, and the preparation and issuing of employment contracts; and ensure individual staff performance plans, assessment and review processes, and training and development plans are in place and that staff performance reviews are scheduled and completed in a timely manner.
- Manage the Internship Program, and liaise with partner universities and colleges regarding requirements and reporting mechanisms, in collaboration with other members of the Senior Management Team.

**Ticketing and Box Office (10%)**
- Implement Junction Arts Festival ticket sales strategies and review and improve financial controls,
protocols and procedures for ticketing and box office transactions and ensure a high standard of customer service is delivered

• In collaboration with the Senior Management Team, determine Junction Arts events’ Front-of-House (FOH) needs, especially for the Junction Arts Festival, set-up an efficient and effective FOH and Ticketing team, manage ticketing system implementation in a timely manner, and ensure all event information is accurate and uploaded correctly

• In collaboration with the Marketing & Fundraising Manager, develop and manage an efficient system for complimentary and VIP ticketing for partners, selected loyal patrons, media and artists

• In collaboration with Junction’s Ticketing Agency, oversee daily financial reconciliations, and prepare a daily report for the Executive Director and the Marketing & Fundraising Manager clearly showing gross and net daily sales for all ticketed events, from the first day tickets are on sale, and including a full breakdown of attendance, ticket types and any general financial sales patterns or trends so as to support Junction’s marketing efforts

• Oversee and manage the Ticketing Coordinator in delivering effective briefings of Ticketing Agency/Box Office and FOH staff; the delivery of the Information and Ticketing Booth; and all FOH and Venue staffing and needs - ensuring optimal daily functionality.

**Volunteer Program Management (10%)**

• In collaboration with the Senior Management Team, determine volunteer needs across the Junction Arts Festival, and any other Junction events - including for individual events and associated venues, and, based on that information, structure an appropriate Volunteer Program

• Oversee the delivery of the Volunteer Program and associated management strategies - including updating the Volunteer Handbook, and develop and deliver procedures for the recruitment, scheduling, and training of and communication with Junction volunteers

• Oversee and manage the Volunteer Coordinator in delivering high quality training for all Volunteers in the ticketing system’s operation, customer service, and OH&S and emergency situation protocols; deliver a comprehensive Volunteer pre-Festival/event briefing session and information handover; ensure efficient daily volunteer scheduling and coordination is undertaken; deliver a post-Festival/event de-briefing session; and analyse Volunteer feedback surveys and provide recommendations to improve the program for future festivals and other events.

**‘Board’ and Committee Administration (10%)**

• In collaboration with the Executive Director, manage the administration of the Junction Arts’ ‘Board’ - including the coordination of meeting schedules, distribution of agendas and materials, minute-taking and recording, and overseeing meeting venue and servicing needs

• Maintain all ‘Board’ and associated committee records, including terms of office and corporate documentation and meeting minutes; and oversee adherence to all statutory reporting obligations with respect to ‘the Board’ and its associated committees.

**Staff Management (10%)**

• Appoint and supervise operations support staff, including the Volunteer Coordinator and Ticketing/Box Office Coordinator, in consultation with the Marketing & Fundraising Manager and the Executive Director

• Work with operations staff in preparing and documenting activity/event delivery timelines, and manage and supervise those staff to ensure that schedules are met and that plans and budgets are achieved efficiently and effectively

• Conduct regular performance reviews with operations staff in a timely manner ensuring adherence to agreed activity/event delivery timelines and do so, as relevant, with input from the Marketing & Fundraising Manager, and provide written reports to the Executive Director.
General Administration (5%)
- Manage the overall Junction event calendar, in collaboration with the Executive Director and the Marketing & Fundraising Manager
- Manage all staff meeting administration, including the distribution of agendas and materials and the recording and distribution of action items, in collaboration with the Executive Director
- Be the primary point of contact in the Junction office including answering and responding to general enquiries by telephone, email and post, and greeting visitors to the office, where reasonable
- Manage any building maintenance (via the landlord), post-office box registration, website domain registration, the security alarm system, telephone and IT network contracts, and storage inventory; and ensure all office equipment (computers, telephones, printer/photocopier) is maintained in good working order ensuring weekly back-up procedures for record/data systems
- Ensure all office, kitchen and cleaning supplies are provided and refreshed as needed.

General
- All duties must be carried out with due regard to confidentiality
- Work collaboratively with all Junction staff members and work to ensure open and clear communication is maintained across the organisation
- Attend and contribute to Senior Management Team meetings, as well as human resource management policies and strategies, organisational development, regular staff meetings, and ‘Board’ and associated committee meetings - as required
- Establish and maintain all administrative, operations and finance-related records, filing and archival systems and contact databases, especially with respect to all financial institutions, auditors, funding partners, donors, corporate partners, key stakeholders, government agencies, vendors and suppliers, and customers – in consultation with the Executive Director and the Marketing & Fundraising Manager
- Attend Junction Arts Festival and other Junction events and functions as required
- Undertake any other tasks as reasonably requested by the Executive Director.

Key Milestones 2014
- April: Complete financial processes/procedures set-up and draft budgets
- May: Complete HR, ticketing, and volunteer program process/procedures set-up and updates completed
- June: Complete all contracting and monitoring of final budgets
- July: Complete operations team recruitment
- Aug-Sept: Oversee ticketing, volunteers, FOH, and general Junction Arts Festival delivery
- Oct-Nov: Assist with financial reporting, statistics analysis, grant writing
- Dec: Complete 2014 financial audit, and support 2015 grant writing.

Measures of Success
- Overall performance in meeting objectives, timelines and budgets
- Overall performance in meeting Strategic Plan KPIs and achieving the agreed Performance Plan outcomes
- Overall performance in developing processes and procedures and in implementing strategies within timelines and budgets
- Effective improvements in financial management processes and procedures and increases in earned revenues
- Timely preparation and delivery of clear, detailed and accurate budgets and financial reports; and the timely completion of bank reconciliations, submission of BAS returns, preparations for audits, the collection of debts, and payment of creditors
• Cash-flow is maintained effectively throughout the year
• Compliance, insurance, risk management and OH&S are managed and issues are minimised
• Junction staff understand and follow protocols and procedures and HR issues are minimised
• ‘Board’ and associated committee-related documentation and associated materials are stored and archived adequately and all meeting materials and information is distributed efficiently and in a timely manner
• Effectiveness in leading and working as part of the Junction team.

Selection Criteria
Essential:
• A minimum of 3 years relevant, high level experience in administration including financial management, operations and compliance, human resource management, box office/ticketing and general office management
• Demonstrated high level experience in budget preparation and management; bookkeeping, including the use of Excel, MYOB financial accounting software; and in audit preparation
• A high level of organisational skills and demonstrated problem-solving capacity and initiative, with attention to detail
• Demonstrated project management skills and experience, leadership skills, and time management skills
• Excellent written and verbal communication skills; well developed negotiation skills; and the ability to liaise effectively with a wide spectrum of stakeholders
• High level computer skills in Microsoft Office including Word, Excel, and PowerPoint and experience in CMS and database management, and the management of IT systems.

Desirable:
• Experience in cash handling procedures
• First Aid certification
• A drivers license
• Knowledge of Launceston and surrounding communities.

Reporting
The position reports directly to the Executive Director.

Occupational Health and Safety and Employment Equity
Junction Arts is committed to high standards of performance in relation to Occupational Health and Safety and the provision of Equal Employment Opportunity. All employees are expected to participate in maintaining safe working conditions and practices, as well as in promoting and upholding the principle of fair and equitable access to employment/promotion, professional development and training, and the elimination of workplace harassment and discrimination.

Employment Conditions
This position is full time and based in Launceston, Tasmania. Normal office hours of work are 9am – 5pm including a total daily break of one (1) hour. It is anticipated that working hours will vary from week to week dependent on the demands of the role. As part of the total package, the role may require that reasonable additional hours be worked in order to fulfil the position’s requirements. This may involve work outside of business hours – occasionally outside of Launceston, during weekends, and on-call response during the Junction Arts Festival. No additional payment is made in such circumstances. The Executive Director must be advised in advance of completing any additional hours of work on any occasion when those additional working hours are considered unreasonable. The position does not accrue flex-time, time-in-lieu or any other arrangements in lieu of overtime worked, except for the week leading into, during, and the week following the Junction Arts Festival.
reasonable amount of time off work may be taken in recognition of additional hours worked, with the prior approval of the Executive Director. Junction staff are provided with office space, a desk, computer and internet and phone access.

**Annual & Sick Leave**
Subject to the terms and conditions of the employment contract, the Employee will be entitled to holiday leave accrued proportionally at the rate of 4 weeks annual leave for every 52 weeks worked. Leave loading will be paid. Sick and Personal Leave is accrued proportionally at the rate of 10 days for every 52 weeks worked, subject to the terms and conditions of the employment contract.

**Performance Plan & Annual Review**
The Administration & Operations Manager will participate actively in the development of a Performance Plan in consultation with the Executive Director. The agreed plan forms the basis of a formal annual performance review process and as a tool for regular reference in fulfilling the position’s duties and responsibilities. The annual review focuses on the fulfilment of the role and its responsibilities and the achievement of goals, key milestones and KPIs outlined in the Strategic Plan together with objectives for the year identified in the Performance Plan.

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**APPLICATIONS**
Junction Arts is an equal opportunity employer. Junction Arts welcomes applications from across Australia and internationally.

Please email applications to Natalie De Vito, Executive Director, at: jobs@junctionartsfestival.com.au
Please also include your name and position title you that are applying for in the subject line.

Applications must include:
- A cover letter addressing responsibilities and the Selection Criteria
- A CV outlining relevant work experience
- Availability for commencement, and
- Contact details of two professional referees (note: referees will only be contacted following an interview)

**The closing date for applications is 5pm, Friday 7 March 2014.**

Interviews tentatively will be held 17-21 March 2014. The expected start date is early to mid April.

For more information about Junction Arts Festival, visit: www.junctionartsfestival.com.au