

THE NATIONAL

Position Title: **Schools Administration Manager**

Award: **ESPSEA 2022 – MA000075**

Salary Level: **General Staff 6.2: \$77,165.76** excluding super (\$77,165.76 + 11.5% Superannuation (\$8,874.06) = **\$86,039.73**

Position Employment Type **Permanent**

Attendance Type: **Full Time**

Team **Ballet and Drama Schools, The National**

Standard Hours: **5 days per week: 9am-5pm**; plus a preference for one-two early starts or late evenings during term-time e.g. 8:15am-4:15pm | 2pm-10pm

The National in St Kilda is run by a team of people who are passionate about where they work and the work that they do. Our organisation comprises an 800-seat theatre, a 50-seat studio theatre, and two schools (Ballet and Drama), which include a Registered Training Organisation, as well as providing classes after school hours. Our professional team includes people skilled in teaching, directing, production, technicians, venue relationship management, front of house, ticketing, finance, administration, marketing, and fundraising.

The National has been a vital part of Melbourne's creative landscape since the 1930s; our Ballet School (est.1939) and Drama School (est. 1936) are the longest running in Australia, and our 103 year-old-theatre welcomes a broad range of commercial and community hire groups throughout the year.

We work together as a small permanent team of 15 to achieve success for our community of students, teachers, artists and audiences.

PRIMARY PURPOSE OF THIS ROLE

The National Ballet and Drama Schools' Administration Manager supports the Head of Schools Administration, to deliver the smooth running of the Full-Time and Part-Time Ballet and Drama Schools.

This management role supports the vision of the Artistic Director and Associate Director of the Ballet School, and the Director of the Drama School. Supporting the Head of Schools Administration to help to grow the business will be a focus of this role; this objective will be achieved through managing and supporting a team that includes one full-time administrator and several part-time administrative/ welcome desk roles.

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This role is responsible for ensuring the short-to-medium term planning of the schools and scheduling the schools' activities, and the contracts and timesheets that ensure their delivery. Preparing the annual schools' budget under the Head of Schools Administration's direction will be key to delivering success for the schools' sustainable future.

You will thrive in this busy environment and continue to strive for excellence, supporting your team members, with a positive attitude focused on customer-centred delivery of service. Your team reflects your passion for being part of a successful and happy environment.

ORGANISATIONAL REQUIREMENTS

- Point of contact for Teachers, students and the administration team
- Ensure the safety and care of students aged from 3yrs to adults
- Meet The National Code of conduct and values, as they are the ethos of the organisation
- Contribute to and support the achievement of The National and its goals and objectives
- Align with authorised The National policies, guidelines, and procedures
- Support and contribute to excellent customer service and a positive team-focused work environment
- Protect the safety of self and other workers through safe work practices

ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Schools Administration

Reporting line: Schools' Administrator; casual Administrators.

Works closely with: Artistic Director of Ballet; Artistic Director of Drama; Associate Director of Ballet, Associate Director of Drama, Teachers, Schools Administrator, and Casual Welcome Desk Team.

ACCOUNTABILITY & EXTENT OF AUTHORITY

- This role is accountable to the Head of Schools Administration and is responsible for the effective and efficient Schools operations at The National
- Understand and observe The National Ballet and Drama Schools procedures Management of the administration team which includes overseeing the rostering and service delivery of casual administrators working late afternoon/evening shifts and on Saturday throughout the week in term-time

KEY ACCOUNTABILITIES

Service Delivery specifications

Management: contribute to the effective management of the Ballet and Drama Schools, ensuring that all safety compliance targets are achieved.

Assume responsibility for performance management of the Schools' Administrator, and the Casual Welcome Desk Team.

Financial Management: Working with the Head of Schools Administration and the Finance Manager, contribute to the preparation of the annual budget and adhering to budget.

Key relationships: Forge a strong relationship with the Head of Schools Administration, two Directors and Associate Director. Build and maintain good working relationships with the Schools Administration team, the teaching faculty, the Venue Operations Manager, the Finance Manager, and the Marketing Manager.

KEY SELECTION CRITERIA

We are seeking a methodical, organised and analytical thinker with a proven ability to work autonomously, as well as collaboratively, across the organisation (Schools, Theatre, Corporate).

Essential Criteria

1. Demonstrated experience of working in a collaborative and inclusive way.
2. Highly developed communication skills - verbal and written.
3. Experience in handling customer enquiries and complaints in a constructive manner focused on a positive outcome for all.
4. Strong planning and organisational skills, meticulous attention to detail, and the ability to prioritise a varied workload to achieve deadlines.
5. A lateral and analytical thinker with a willingness to learn through collaboration and consultation.
6. Empathetic in nature to support students striving to achieve their dreams in a highly competitive environment.
7. Experience with financial procedures.

Mandatory Criteria

- Experience of working or participating within a performing arts environment
- Working with Children Check (or ability to get)
- Current Level 2 First Aid Certificate (or willingness to get)
- Ability to work flexible hours including some evening work. Occasional weekend work - twice a year to support productions

Desirable but not essential Criteria

- Experience in Student recruitment practices to inform marketing campaigns
- Experience with Virtual Schools Victoria (this role assumes the position of School Supervisor to support Full-Time students attending VSV)
- Production Management/Coordinator experience
- Experience of timetabling

- Experience with rostering
- Experience with Google Suite (Drive/Docs/Sheets) and Excel.
- Experience of Dancebiz database, aXcelerate database or similar CMS/LMS
- Experience in coordinating volunteers
- Experience with Marketing and Social Media
- Experience with coordinating events e.g. student graduation evening

Benefits

- Continual professional training and development opportunities
- Free Staff Parking at The National in St Kilda
- A short tram ride from Melbourne CBD in bustling St Kilda, 3 mins walk from beach
- Complimentary tickets to The National Ballet and Drama Schools productions, and shows presented at The National Theatre (subject to availability)
- Discounts for staff and immediate family members to attend part-time and short courses in the Ballet and Drama School