

Position Description – Business Administrator

Job Specification

Job Title:	Business Administrator
Department:	Operations
Reports To:	Chief Executive Officer (CEO)
Direct Reports:	Volunteers Coordinator

Job Scope

The Business Administrator’s responsibilities are diverse, and key to this role is ensuring successful office management and the organisational administration to support the delivery of Darwin Festival. The Business Administrator drives the maintenance of Darwin Festival’s business centre, records and IT systems.

Working closely with and supporting internal stakeholders, the Business Administrator is also responsible for the management of the Volunteers Coordinator and holds key relationships with external stakeholders, including but not limited to government funders, grantors, suppliers, anchor tenants and the general public.

Key Accountabilities	Tasks	Results
Office Management 15%	<ul style="list-style-type: none"> Maintain the Darwin Festival office as a clean, safe, and efficient environment to maximise staff output and ensure the timely annual delivery of Darwin Festival Manage the Company’s office tenancy in close working relationship with NTG stakeholders Coordinate and maintain the Darwin Festival Asset Registers of office equipment, systems, and software Manage room booking, amenities, and catering Inform the CEO and staff of any maintenance, security or other impacts to the office and assist in developing solutions to manage issues 	<ul style="list-style-type: none"> Darwin Festival office is continually well organised, supplied and maintained Office tenancy is well managed in professional working relationship with NTG stakeholders All Darwin Asset Registers are well maintained, updated and reviewed as necessary in consultation with the CEO All room bookings, amenities and catering requests are organised efficiently and within budget CEO kept informed of any office environment issues and is provided with solutions to resolve them

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Coordinate with and assist Department Managers to ensure office and IT systems procedures are followed 	<ul style="list-style-type: none"> Ensure all managers and departments are equipped to adhere to office and IT systems procedures
Administration 20%	<ul style="list-style-type: none"> Undertake office administration and reception duties including managing telephone and email enquiries, mail and courier services, and office supplies Provide executive assistance and project support to the CEO as required, including taking meeting minutes Ensure that the Darwin Festival archives are safely materially or digitally stored and oversee the annual filing and archiving of festivals Preparation of monthly Board reports and meeting minutes Provide ad hoc finance data processing and ticketing and customer service assistance as required Prepare allocation request for Darwin Festival fleet vehicles in consultation with Head of Production Prepare the vehicle collection and return schedule and undertake general liaison with vehicle suppliers Manage all associated administration (policies and procedures, paperwork, vehicle log, fuel cards, shared vehicle requests, and any incidents or issues) 	<ul style="list-style-type: none"> All office administration and reception duties are delivered in a professional and timely manner and with customer service excellence Any support provided to the CEO is conducted in a professional and timely manner All Darwin Festival archival duties are completed accurately and in a professional and timely manner All Board duties are completed accurately and in a professional and timely manner Any requests for assistance are attended to promptly and in a professional manner Vehicle allocation request developed and finalised in a timely manner The vehicle schedule is prepared and communicated in advance, with prompt and professional liaison with vehicle suppliers All fleet management administration duties are completed accurately and in a timely manner
HR Support 15%	<ul style="list-style-type: none"> Assist with recruitment advertising and employment contract preparation and distribution Assist with HR record keeping and administration Working with the manager, ensure new starters have all relevant IT access and resources by their start date and induct new starters into the office environment Assist with policy development, maintenance, review and dissemination as directed by the CEO 	<ul style="list-style-type: none"> Liaison with related stakeholders is timely and professional, with a focus on accuracy for all recruitment advertisements and contracts All record keeping and administration tasks relating HR are well maintained, accurate, and up to date New starters to have all necessary IT access and resources to commence their duties, including a strong understanding of the office environment

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Working with the CEO, assist with training and development administration and organisation as required 	<ul style="list-style-type: none"> All policies and procedures align with legislative and organisation requirements, and all related stakeholders acknowledge these requirements Any requests for assistance are attended to promptly and in a professional manner
Team Management 10%	<ul style="list-style-type: none"> Supervise and coach the Volunteers Coordinator to ensure they are working to organisational and departmental objectives, and delivering on results Ensure the Volunteers Coordinator is well informed of any organisational or operational changes and updates Delegation of overflow administration tasks as required Conduct performance appraisal at end of contract and give feedback during engagement as required 	<ul style="list-style-type: none"> Volunteers Coordinator understands their role and the objectives of the Volunteers Program. Ensure open communication so that Volunteers Program matters are understood by all stakeholders Effective management of time and productivity through clear oversight and delegation of tasks Performance appraisal and feedback are delivered as required and with professionalism and integrity
Financial Management 5%	<ul style="list-style-type: none"> Take responsibility for the monitoring of relevant budgets and expenditure Report regularly to the Accounting Officer on budgets and expenditure Ensure all expenditure adheres to the Darwin Festival Finance Policies and Procedures and is undertaken with approval by the CEO 	<ul style="list-style-type: none"> Regular review of all relevant budgets and expenditure to ensure accuracy and that all budgets are adhered to; raising any anomalies in the first instance with the Accounting Officer All expenditure is approved in advance by the CEO
Communication 10%	<ul style="list-style-type: none"> Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels Ensure all changes that may impact the Darwin Festival team such as policy, procedure or protocol updates are communicated to all relevant team members 	<ul style="list-style-type: none"> Demonstrated effective communication and collaboration with all Festival team members and related stakeholders Timely notification of any changes, updates or amendments that may impact Darwin Festival operations and the delivery of a successful Festival
General Duties 5%	<ul style="list-style-type: none"> Attend Festival functions, program briefing and team meetings as required Any other duties as reasonably requested by CEO 	<ul style="list-style-type: none"> Proactive and punctual attendance at meetings

Key Accountabilities	Tasks	Results
		<ul style="list-style-type: none"> All assigned duties carried out in a proactive, positive and professional manner at all times
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> Always maintain professionalism and follow standards as outlined in the Employee Handbook document. Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook Respect for the work environment, each other and all stakeholders Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged Support other team members by being understanding, approachable and patient Punctual to all work-related events including but not limited to start time, meetings and onsite work Take an active role in procedures and initiatives, including but not limited to: WH&S, Project Management, HR Induction, Onboarding etc. 	<ul style="list-style-type: none"> Full compliance and advocacy for all points raised
<p>WHS 10%</p>	<ul style="list-style-type: none"> Ensure WHS protocols are maintained in office spaces to protect the health and safety of staff and suppliers Safety Committee Secretary duties: schedule Committee meetings, take and disseminate minutes and actions, review documentation, and assist with the administration of the incident and medical registers As Area Warden for the office, attend quarterly meetings and undertake necessary training Monitor and disseminate government health directives including updating relevant policies and procedures Raise and report any or incidents or hazards 	<ul style="list-style-type: none"> Any Darwin Office WHS inductions are conducted promptly and all WHS protocols are acknowledged, understood, and applied All Safety Committee Secretary duties conducted in a professional and timely manner Ensure attendance at quarterly meetings, prompt dissemination of information, and that any required certification is kept current All stakeholders are kept informed of health directives and any changes in policies or procedures

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> WHS compliance: ensure you and your direct report observe all Darwin Festival WHS policies and initiatives to contribute to a safe, healthy and ethical workplace Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks Ensure you have contributed to the consultative process by advising management of any past, present or potential WHS risks 	<ul style="list-style-type: none"> Any incidents or hazard reported are managed promptly and in accordance with policies and procedures Adherence to all WHS policies and procedures Any Workcover claim (if applicable) is well documented, resolved in best time frame, ensure risk mitigation steps and measures in place Promoter of best practice WH&S at all times
Compliance 5%	<ul style="list-style-type: none"> Demonstrate full compliance with any relevant government legislation Be fully conversant and compliant with all Darwin Festival Policies and Procedures Ensure internal control procedures are followed through (e.g., correct forms used to action associated tasks) 	<ul style="list-style-type: none"> No instances of non-compliance Promoter of compliance within the organisation at all times

Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> Minimum 3-5yrs demonstrated experience in a similar demanding & time sensitive role. Demonstrated successful large project management and 	<ul style="list-style-type: none"> Minimum 3-5yrs demonstrated experience in a similar demanding & time sensitive role. Demonstrated project management and problem solving skills 	<ul style="list-style-type: none"> Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration 	<ul style="list-style-type: none"> Number of potential career options dependent on business needs and the contribution, experience and desire of worker 	<ul style="list-style-type: none"> We ensure a safe and healthy workplace for all We believe in honesty and acting with care, diligence and integrity in everything we do

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<p>effective problem-solving skills</p> <ul style="list-style-type: none"> • High level interpersonal, verbal and written communication skills • Proven ability to manage complex projects and multi-task, whilst being responsible for all related administrative tasks • Advanced computer skills, including Office 365 with a strong knowledge of HRIS programs and work related apps to boost efficiencies – including Monday. • Working knowledge of Datafest highly desirable 	<ul style="list-style-type: none"> • Current driver’s license essential 	<ul style="list-style-type: none"> • High level administration, organisational & problem solving skills • Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others • Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude. • Excellent decision-making skills to reduce chances of error • Highly developed leadership and management skills • Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team. • Highly computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others. 		<ul style="list-style-type: none"> • Foster a culture of mutual respect with the proper regard for the rights and dignity of others • We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals • We are accountable for our actions, performance and behaviours



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Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date
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