



## **PROGRAMS AND ADMINISTRATION COORDINATOR**

- Vibrant not-for-profit youth music organisation
- Office in Southbank arts precinct

### **About Melbourne Youth Orchestras**

At MYO, our purpose is enriching young lives through the power of music.

We believe that

- Music inspires young people to reach their potential
- A commitment to excellence is the foundation for success
- Creativity is unleashed through inspiration and exploration
- A love of music motivates life-long learning and participation
- Effective teaching is centred on learners' needs
- Great partnerships amplify our impact
- Our heritage and alumni are integral to our future achievements
- No young learner should be excluded based on disadvantage

We offer an inclusive and stimulating range of musical activities to bring young people together for the joy of music. Young Victorians from 8 years of age to tertiary level come together to rehearse and perform in music ensembles including symphony orchestras, string orchestras, and symphonic bands.

Our programs increase youth involvement in music, build strong communities and bring together talented young musicians from diverse backgrounds, united by a love of music and a commitment to excellence.

MYO is recognised as one of Australia's leading centres for ensemble music making and training, delivering music education programs for a large community of students and their families.

### **About the role**

Reporting to the Programs and Administration Manager, the Programs and Administration Coordinator provides a full-range of support in the efficient delivery of Melbourne Youth Orchestras programs, assisting the Board, Chief Executive Officer and administration team with project logistics, answering phones, email and written correspondence as well as ensuring that MYO's database of student records and stakeholders is accurate and up-to-date. This role also participates in developing MYO's volunteer program.

The Programs and Administration Coordinator assists with the coordination of a diverse series of rehearsals, concerts and events, maintains productive relationships with stakeholders in order to raise the organisation's profile, ensures consistent high-quality responsive customer service including Front-of-House Management at MYO concerts and events and ensures a high level of administrative support for the MYO Board, CEO and wider team.

## **Specific Roles and Responsibilities**

### Administration

- Oversee the procurement of goods and services to maintain the requirements of the MYO administration offices
- Complete various administrative duties including answering telephone, email and written correspondence, and preparing and distributing communications and schedules as required
- Assist the MYO team with the coordination of mail-outs to staff, students, schools and the broader MYO community
- Maintain MYO's database, updating student / personnel records and reports that improve communications with stakeholders
- Maintain MYO's student portal and form platform, including integrating the portal and forms with MYO's database, and building application, acceptance and expression of interest forms within the website
- Process student enrolment and audition applications and payments, providing detailed records to the Programs and Administration Manager, and Finance Manager
- Implement sustainable administration procedures to improve MYO's environmental performance
- Assist the Programs and Administration Manager with administrative duties including drafting contracts, proofing material and correspondence
- Assist the Programs and Administration Manager with the coordination of outreach and special projects, providing support where required and as directed
- Other duties as directed

### Board Support

- Ensure that MYO Directors are invited to all board meetings and relevant MYO events with sufficient forward notice
- With the Chief Executive Officer and MYO Board Chair, compile and distribute Board Agendas and Papers
- Attend MYO Board Meetings providing administrative support and compiling minutes for review by the CEO and MYO President before circulating draft minutes to the Full Board.
- Maintain a register of Board Actions arising and communicate actions to allocated officers

### Front of House & Box Office

- Oversee front of house requirements for all MYO events ensuring a consistently high level of efficient and friendly customer service
- Manage the box office for all MYO events, including clear communication of duties and responsibilities to front of house staff and volunteers
- Ensure the comfort and safety of all venue users including patrons and performers, paying particular care to the needs of patrons with disabilities or other special needs
- Actively participate in preventing accidents by identifying hazards, reporting incidents, accidents, injuries or damage immediately to the Operations Manager
- Ensure that point of sale systems are maintained, and that sales reports and reconciliations are completed, accurate and provided to the Finance Manager in a timely manner
- Process ticket sales, and coordinate VIP and guest ticketing requirements

## Ensemble Programs

- In consultation with other MYO staff, ensure the smooth operation of Ensemble Program rehearsals and concerts including venue and staff requirements
- Maintain a supervisory role during MYO rehearsals, tutorials, events and tours – presenting as the visible face of the organisation, acting in a professional manner at all times
- Produce ensemble lists, attendance records, seating lists and other necessary documents that facilitate the smooth running of MYO programs
- Communicate schedules and other information to ensemble members, liaise with and assist the Ensemble Conductors and Coordinators to ensure the smooth and harmonious operation of the program at all times
- Promote, support and carry out the policies and activities of Melbourne Youth Orchestras
- Act as a central point of contact with all Ensemble Program stakeholders including members, parents, artistic and venue staff
- Work with management and other team members to ensure that all occupational health and safety (OHS) risks are minimised through awareness and application of safe working practices
- Attend the rehearsal or performance venue no less than thirty minutes before the scheduled time of commencement, ensuring that the venue is setup for the relevant activities before the scheduled starting time
- Maintain an active role in the recruitment of ensemble members

## Volunteer Program

- Grow MYO's volunteer program, including databases and records, developing position descriptions, screen potential volunteers and implementing campaigns that attract and retain a volunteer presence at MYO
- Roster and organize volunteers, delegating volunteer projects and tasks that match the skills, experiences and expectations of volunteers to suitable roles within MYO
- Develop policy & procedures for volunteers, orientation kits, handbooks or introductory programs, and delivering training or demonstrations in use of equipment or specific tools
- Develop ways to recognise and reward volunteer efforts, managing volunteer communications such as social functions and newsletters

## **Key Selection Criteria**

### Essential

- Outstanding written and verbal communication skills
- The ability to build relationships with a wide variety of customers including students, parents, contractors, staff and management/board
- Experience in front-of-house management including ticketing, ushering, sales reconciliation and customer service
- Excellent time management and organisational skills

### Desirable

- An interest in music and the arts
- Experience providing administration support to senior management and a board or similar
- Knowledge and experience in the use of database systems such as Salesforce CRM

## **Applications**

- This is a full-time position to be worked Tuesday to Saturday during teaching periods and Monday to Friday at other times. Significant out-of-hours work is required with time off in lieu accrued accordingly
- Applications should be submitted to [myo@myo.org.au](mailto:myo@myo.org.au), **including cover letter, resume, and responses to each of the Key Selection Criteria.**
- Applications must be submitted to [myo@myo.org.au](mailto:myo@myo.org.au) by 5pm on Monday 18 March 2019. Late applications will not be considered.
- Enquiries can be made to Maddie Cowell, Programs and Administration Manager 9376 8988