

## **POSITION DESCRIPTION**

**Position:** Academy Receptionist

**Contract:** Full time

**Reports to:** Administration Manager

**Commencement date:** February 2019

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## **POSITION PURPOSE**

The Academy Receptionist is the front face of Queensland Ballet and ensures the smooth and efficient running of the Queensland Ballet Academy reception. This role is responsible for working autonomously to provide an exceptional standard of customer service both face to face and over the phone to all Queensland Ballet Academy students, staff and patrons.

The Academy Receptionist will answer incoming calls, maintain administrative databases, receive visitors to the building, respond to general enquiries from the public, suppliers and patrons, and provide a high level of administrative support to other members of the Academy team.

This role requires a professional individual who can confidently liaise with a range of stakeholder groups, including members of Queensland Ballet Academy Artistic and Business teams; Kelvin Grove State College staff; current, future and past parents/carers and students and Academy teachers.

## **REPORTING RELATIONSHIPS**

This role reports to the Administration Manager and works closely with the Academy team.

## **ABOUT QUEENSLAND BALLET**

Queensland Ballet is a vibrant, creative company which connects people and dance across around the world and nurtures emerging local talent by presenting exciting new works in an intimate studio series. With a culture of creativity and collaboration, complemented by an active program of engagement with our communities, Queensland Ballet has become the central hub for dance in the State. Our dancers are acclaimed for the technical excellence and versatility, and our annual program offers diversity in style, audience focus and geographic reach, with performances in Brisbane, tours around Queensland, Australia and the world, and a far-reaching community engagement program: *creating magic, enriching lives*.

The facilities at Queensland Ballet Academy's new home at Kelvin Grove State College will allow the Company to offer a full range of academy training and community access programs, including public dance classes. We are committed to providing a pathway for young talent through our Academy programs and dedicated to the pursuit of artistic excellence, dance education and innovative presentation of classical repertoire. With bold and confident ambitions for the future, including a three site: one vision strategy for our home infrastructure, we proudly build upon the legacy of many creative and gifted artists and arts-enablers who have been part of the Company's rich history since 1960.

In conjunction with Kelvin Grove State College, Queensland Ballet Academy seeks to provide an environment that fosters personal growth, and technical skill development, where each individual dancer will be part of an ecology of excellence that develops artists within a unique framework that centres on outstanding ballet training and parallel academic studies.

## PRINCIPLES OF COMMITMENT

With bold intentions to be unconstrained we will **create magic and enrich lives** by delivering across four core pillars: Artistic, Academy, Arts for All and Cultural Spaces.

Influenced by **five principles of commitment**, all that we do and all that we are will remain true to the **four core pillars**:

1. **World class** in all that we do – We will **connect** with international best-practices to inspire impactful excellence on stage, in studio, in business and in community.
2. **Creative** in every endeavour – We will **nurture** our artform, artists, students and arts workers by remaining nimble and open to possibilities.
3. **Queensland** in our hearts – We will **celebrate** our growing state and share its developments and spirit on the world stage.
4. **Wellness** across society – We will **research**, develop and deliver initiatives that positively impact all dimensions of wellbeing; *social, cultural, emotional, physical, environmental and intellectual*.
5. **Sustainable** practice – We will build a **resilient** 'business of ballet' that anchors all of ballet's potential in longevity and legacy.

## RESPONSIBILITIES

- Attend to all incoming phone calls to Queensland Ballet Academy, responding and referring calls appropriately and efficiently.
- Receive all visitors to the Academy, ensuring that all sign in procedures and safety protocols are adhered to.
- Coordination and registration of all mail, couriers and deliveries (incoming and outgoing)
- Ensure adequate stationery stock levels and maintenance of office equipment, i.e. printers/scanners.
- Manage and monitor usage of the reception area and boardroom, ensuring that these spaces remain clean and tidy.
- Ensure supplies of fruit, milk, sugar, tea and coffee in staff kitchens', maintain coffee machine and ensure that these areas are kept clean and tidy.
- Set up the Board room for meetings, interviews, etc as required.
- Assist business areas with blue card applications, purchase orders, ordering taxi travel, mail outs and other general administrative tasks as required.
- Replenish first aid kits and maintain lost property box.
- Respond or forward all incoming emails for all Queensland Ballet area email addresses.

## SELECTION CRITERIA

1. Minimum of 2+ years' experience working in a reception/administrative capacity within an educational environment.

2. High level interpersonal skills in dealing with a variety of key stakeholders, including parents and students, combined with the ability to ensure confidentiality and privacy at all times, in line with government child protection policies and procedures.
3. Ability to multi-task with proven experience in effectively managing competing priorities, deadlines and multiple diaries.
4. Competent in the use of Microsoft office (Word, Outlook, Excel, PowerPoint) and comfortable with various database management tools and technologies.
5. Demonstrated ability to handle business matters courteously and professionally, at all times ensuring a customer focus and a proactive approach to all administrative tasks.

## **DESIRABLE ATTRIBUTES**

To successfully fulfil the role, it is desired that the successful candidate also demonstrates the following:

- An understanding/familiarity with the professional arts industry, dance and a passion for the creative industries.

## **GENERAL INFORMATION**

### **Recreation Leave**

20 working days per year (pro-rata)

### **Personal/Carer's Leave**

Ten working days per year (pro-rata)

### **Probationary Period**

Six months from commencement.

### **Hours of Work**

Office hours are nominally 8.00 am to 4.00 pm, Monday to Friday but the appointee may be required to be available to work after hours and on weekends as required.

### **Salary**

Salary will be negotiated with preferred candidate. Superannuation is paid into the superannuation fund of your choice, currently at the rate of 9.5%.

## **BENEFITS**

Queensland Ballet provides a supportive and collaborative team environment combined with the opportunity to play an integral role in a dynamic and progressive organisation that is paving the way for the future of Ballet in Queensland. Our employees have access to weekly dance classes and various other health and well-being initiatives.

## **APPLICATION PROCESS**

To apply for this position please forward a covering letter, current resume and statement addressing the selection criteria via email to: [joinus@queenslandballet.com.au](mailto:joinus@queenslandballet.com.au)

Applications close 5pm Monday 2 December 2019. Applications received after this time may not be considered. Referees will be sought from candidates following the interview process. Unsuccessful candidates will be notified via email on completion of the recruitment process.

For further information or for a confidential discussion please contact Human Resources on (07) 3013 6666. We respectfully advise that no agency applications will be considered at this time.

*Queensland Ballet is committed to providing an inclusive and child safe environment that is free from Workplace Harassment, Sexual Harassment and Bullying. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children, police records and reference checks (as we see fit) to ensure that we are recruiting the right people.*

*To reflect the diversity of the communities and people with whom we engage, we seek to hire a workforce that is both representative and diverse. With a focus on inclusion, accessibility and flexibility, we are committed to supporting you in your career with Queensland Ballet.*