



POSITION DESCRIPTION	
Job Title:	Office Administrator
Team:	Administration
Reports To:	Director of People and Culture
Contract Type and Hours:	Permanent, full time
Direct Reports:	None
Date:	Updated 11 January 2021
<p>Founded in 1953, the Royal New Zealand Ballet is New Zealand’s national ballet company. The RNZB is based in Wellington and tours throughout New Zealand and internationally, presenting at least 70 performances a year. The company’s annual subscription season takes classical and contemporary ballets to theatres in nine main centres, while Tutus on Tour takes small-scale works to more than a dozen regional centres. The company’s repertoire includes 19<sup>th</sup> and 20<sup>th</sup> century classics as well as many commissioned works, including those by New Zealand choreographers and telling New Zealand stories. RNZB Education presents a lively and inclusive programme of community and education activities throughout New Zealand. The RNZB is funded through the Ministry for Culture and Heritage, Manatū Taonga, and through ticket sales, sponsorship, grants and personal donations. For more information please follow these links: <a href="https://rnzb.org.nz/">https://rnzb.org.nz/</a> <a href="http://rnzb.org.nz/wp-content/uploads/2019/05/RNZB-Annual-Report-2018-018.pdf">http://rnzb.org.nz/wp-content/uploads/2019/05/RNZB-Annual-Report-2018-018.pdf</a></p>	
<p><b>Purpose:</b> To be a key face of the RNZB promoting it in a positive way, overseeing the efficient day to day operation of the office and being a welcoming first port of call to visitors and those contacting RNZB. Providing a high level of administrative support to all RNZB teams. Providing low level IT support and providing support for the RNZB health and safety programme.</p>	
<p><b>Travel:</b> None Required</p>	

## **Key Accountabilities:**

### **1. RNZB Reception / Customer Service**

Provide a courteous, welcoming and efficient telephone, email and reception service for the RNZB and its visitors.

Respond to tour group enquiries in a timely manner and ensure that the tour bookings schedule is accurately maintained.

Conduct tours of RNZB premises in liaison with other RNZB staff, particularly the artistic, development and education departments.

Administer studio hire enquiries and bookings, ensuring that hire agreements are in place for all hirers, that health and safety inductions are undertaken and the necessary information for studio hire invoices is provided to the finance team on a monthly basis.

### **2. Office Administration**

Ensure office filing, mail, stationery supplies, archiving, pigeon holes and other administration matters function efficiently and support the needs of the RNZB.

Oversee the maintenance and general cleanliness of the Willeston St and Dance Centre kitchen areas in conjunction with all staff.

Oversee maintenance/service calls for office equipment including the photocopier/fax machine, franking machine, printers and phones.

Administer the RNZB office/studios security system and issue access cards as requested by senior management, maintaining an accurate record of cards assigned to employees and contractors.

Liaise with RNZB suppliers and contractors ensuring the Dance Centre and Willeston St offices are run efficiently and are clean at all times.

Maintain and update RNZB phone lists as and when required.

Manage RNZB archives – both for internal and off-site storage as required by teams.

### **3. Building Maintenance and Cleaning**

Liaise with Wellington City Council with regards building maintenance matters for the Dance Centre and Tee Property Services for Willeston Street as may be required.

Manage the day to day relationship with the Willeston Street office and Dance Centre cleaners ensuring areas of concern are clearly communicated.

Manage the relationship with the contractors providing the cleaning of the Dance Studios ensuring the studios are being cleaned to an acceptable standard.

#### **4. Office Support**

Provide a high level of efficient office support to all teams within the RNZB.

Provide touring logistics support for the Marketing and Development and Education departments, including travel, accommodation and rental car bookings as required.

Assist the Chief Financial Officer with annual PC/mobile phone audit.

Provide meeting support ensuring setups are appropriate and conference calling or zoom facilities setup if required.

Provide catering support/liaison for internal meetings and events, as required.

Provide project administration to teams as required.

Manage merchandise sold online, undertake monthly stock check, order stock, undertake sales reconciliations and process online merchandising orders.

Provide support to the marketing and development team in the following areas:

- Media clippings compilation following each season as required by the Publicist.
- Support the Corporate Development Manager by compiling reporting information for trust grants
- Support the Marketing and Development team with the management of alumni records through Tessitura

#### **5. IT Support**

Maintain a database of laptop numbers, PCs and mobile phones issued to staff.

Set up new users to ensure they have login details, email and server access etc as requested by Manager.

Provide low level support to staff on mobile phone, PC and laptop issues resolving if possible. Escalate issues to external IT support provider if necessary.

Provide low-level IT training on RNZB systems to new users.

#### **6. Health and Safety**

Provide effective and efficient administration of RNZB Health and Safety matters including the following:

Maintain and complete an annual review of the RNZB Business Continuity Plan (BCP) in conjunction with the Director of People and Culture.

Support the Director of People and Culture to ensure RNZB health and safety policies are reviewed and updated annually.

Undertake a thorough health and safety induction session with all new employees, guests and contractors with a key focus being emergency/evacuation procedures.

Administer RNZB health and safety committee meetings ensuring they are held on a regular basis, sending agendas in advance and taking meeting minutes. Ensure appropriate follow-up is carried out through liaison with the Director of People and Culture.

Ensure statutory training requirements (e.g. first aid training, emergency/ evacuation drills) are completed.

Administer and maintain RNZB use of the health & safety system ensuring that all appropriate staff are making use of this system and recording the necessary information.

Provide support to the Director of People and Culture in providing health and safety reporting to the Board and Audit and Risk Committee.

Any other duties to support the RNZB as required.

**Education:** Minimum NCEA Level 3 or equivalent

**Essential Experience and Skills:**

- Intermediate level knowledge of Microsoft office suite
- Minimum 2 years office administration experience
- IT savvy capable of providing low-level mobile phone, PC and laptop support
- Outstanding interpersonal skills with excellent communication
- Emotional Intelligence and able to build strong trusting relationships, connecting across the company
- Tidy and well organised
- Self-starter with a “can-do” attitude, able to work autonomously and anticipate the administrative needs of the company

**Preferred Skills:**

- Experience in the area of health & safety administration
- A genuine interest in the arts/ballet