

## Job Description

### Operations Coordinator

#### *About Artrage*

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FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by ARTRAGE, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual Festival, ARTRAGE produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including an outdoor cinema that runs throughout the summer and a regional touring program.

FRINGE WORLD aims to provide enduring benefits for artists, audiences and a diverse family of stakeholders through its core operations including FRINGE WORLD Festival, Rooftop Movies as well as future events and programs.

Find out more about the positive impact of FRINGE WORLD Festival and the work of ARTRAGE [HERE](#).

FRINGE WORLD Festival is planned to run from 15 January – 14 February 2021, with the popular event set to be the first major Fringe performance opportunity for artists, amid the COVID-19 restrictions. You can find out more about the Festival's response to COVID-19 [HERE](#).

#### *About the Role*

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The FRINGE WORLD Operations Coordinator role is a fixed-term part-time position that reports to the Operations Manager and is responsible for assisting with all operational duties across the main FRINGE WORLD Hubs in Perth.

The role will assist the Operations Team in the management of FRINGE WORLD operations including, but not limited to, contractor/service management, neighbourhood liaison program, accounts payable, and compliance.

This is a challenging, fast-paced role at the heart of Festival operations and will suit an experienced, energetic person with excellent customer service skills, a strong knowledge of FRINGE WORLD and experience in managing events.

## Application Process

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In your application, please provide:

- A Cover Letter that addresses the skills and experience required for the role (max 2 pages);
- A current Resume with contact details of two professional referees.

**Application closing date:** Midnight AWST 23<sup>rd</sup> October 2020.

Applications received after the closing date will not be accepted. Applications can only be sent via email as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

To apply for the position, email your application with the required documentation to [jobs@artrage.com.au](mailto:jobs@artrage.com.au) with "Operations Coordinator" in the subject heading before the application closing date. Applications received after the closing date will not be accepted. Documentation can only be accepted as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

If you are unable to submit an application via email or if you have any questions or queries regarding the application process or position, please email us at [jobs@artrage.com.au](mailto:jobs@artrage.com.au) (addressing your email to Operations Manager) or phoning (08) 9227 6288.

By submitting an application for this position, you acknowledge and accept our Privacy Policy, which is available to view on our website.

## Selection Process

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Shortlisted applicants will be asked to take part in an interview in mid-October. Interviews will be conducted in person. Telephone/Skype interviews will only be scheduled if the applicant is not currently in Perth.

The start date for the position is in the week commencing 2<sup>nd</sup> November 2020.

## Contract Details

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<b>Salary:</b>	Salary package information available upon request
<b>Contract Period:</b>	Fixed Term Part-Time Contract (2 <sup>nd</sup> November 2020 – 28 <sup>th</sup> February 2021)
<b>Working Hours:</b>	2 <sup>nd</sup> November 2020 – 28 <sup>th</sup> February 2021 (Part-time - 22.8hrs per week)  Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.
<b>Working Location:</b>	The role is based at the ARTRAGE office in Northbridge, with time spent at Girls School, East Perth and other Festival locations in and around Perth as required.

## FRINGE WORLD Operations Assistant

<b>Position Title</b>	FRINGE WORLD Operations Coordinator
<b>Reports to</b>	ARTRAGE Operations Manager
<b>Direct Reports</b>	Compliance Staff (casuals)
<b>Works with</b>	FOH Coordinator, F&B Coordinator, Staff & Volunteer Coordinator, other Management Staff as required

### **Key Accountabilities**

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#### **Operations & Administration**

- Oversee the budget allocation, rostering, and coordination of onsite services.
- Oversee the recruitment and management of casual compliance staff as required.
- Oversee the management of the FRINGE WORLD Neighbourhood Liaison Program.
- Provide administration and accounts payable support to the Festival team as needed.
- Assist with the implementation of sustainable initiatives across FRINGE WORLD.
- Undertake any other duties assigned by the Operations Manager, which might reasonably be deemed to be within the scope of the role.

#### **Reporting & Compliance**

- Develop and implement effective processes to ensure accurate reporting is maintained across all departments.
- Oversee the setup and process of incident reporting across all sites.
- Assist the Operations Manager in preparing of compliance documentation as required.
- Assist with the implementation of all relevant Policies & Procedures.
- Assist with the preparing of the COVID Event Plan and necessary measures as required.
- Assist with the event debrief process and prepare a post festival report.

#### **Customer Service & Organisational Values**

- Contribute to processes to ensure the Festival's high customer service standards are met.
- Maintain excellent standard of customer service in all areas of your work.
- Embrace & incorporate the ARTRAGE Values in all areas of your work.
- Promote a positive and supportive workplace for all staff.
- Actively support all staff and encourage team building and a supportive culture across the organisation.

## **Qualifications and Experience**

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### Required

- Previous experience in event management of a large-scale festival or similar event.
- Experience in event compliance and liaison with relevant authorities.
- Experience in coordinating casual event staff.
- Proficient in Microsoft Excel, Word, Outlook Mail and similar software.
- Valid WA Drivers License (Class C minimum).

### Desired

- Experience in using Deputy (or similar rostering software)
- Experience in using Expense Manager (or similar accounts payable/purchasing software)
- First-Aid Certificate
- Responsible Service of Alcohol (RSA) and/or Approved Mangers Certificate
- AHA COVID-19 Hygiene Training Certificate

## **Skills**

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- Strong interpersonal, verbal and written communication skills.
- Ability to liaise, interact and communicate effectively with a broad range of people.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks and meet tight deadlines.
- Effective problem-solving skills and experience with implementing improved processes.
- Excellent administrative skills and the ability to implement and maintain efficient records and management systems.
- Ability to work efficiently and calmly under pressure.