



**Position Description**

**Position Title:** Administration Assistant

**Reporting To:** Senior Administration Coordinator

**Time Fraction:** 0.8 -1 FTE

**Salary:** \$63,999.74 (pro rata)  
General Staff Level 4  
Educational Services (Post Secondary Education) Award

**Date:** July, 2024

**GENERAL INFORMATION**

The National Institute of Circus Arts (NICA LTD) is a not-for-profit company, owned by Swinburne University of Technology and established to create world class training for the contemporary circus and physical theatre industry.

NICA is Australia's Centre of Excellence for training and education in contemporary circus practice. NICA is funded by the Australian Government through the Federal Office for the Arts and is a member of the Australian Roundtable for Arts Training Excellence (Arts8). NICA also offers short courses, masterclasses, and corporate workshops. NICA has a number of alliances with national and international organisations. NICA is supported by the State Government through Higher Education Skills Group (HESG) for the delivery of its vocational programs.

**Position Purpose:**

The position of Administration Assistant is primarily responsible for:

- Providing a high level of customer service as the first point of contact at NICA, greeting people and attending to enquiries including those made by phone, email or in person.
- Provide secretarial and administrative support to NICA Senior management and staff, as required.
- Working with the NICA team in relation to duties associated with special NICA events, productions, functions, auditions, workshops, and projects.
- Supporting student administration activities including enrolments, orientation days, data entry and updating of information on the student management system and client register.

**Supervision Reporting Relationships:**

Supervisor	The position reports to the Senior Administration Coordinator.
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**Location:**

The National Institute of Circus Arts is located on the Prahran campus of Melbourne Polytechnic, but the incumbent may be required to undertake duties at other locations. The incumbent may be required occasionally to perform duties outside of normal business hours in relation to Board or special events, or during the performance season.

**Key Responsibilities:**

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	<b>Reception and administering the office</b>	<ul style="list-style-type: none"> <li>• Provide a high level of customer service in dealing with telephone, e-mail and personal inquiries from students, clients, visitors and staff.</li> <li>• Act as the central contact point for NICA in terms of locating staff and students, and notification of staff and student absences.</li> <li>• Coordinate the NICA Info, and NICA Auditions email accounts and all shared address books within the email management system.</li> <li>• Arrange appointments for clients or for staff and keep records of new clients in Salesforce.</li> <li>• Provide administrative support to NICA Senior Management and other staff as directed including; taking minutes, word processing, data entry, filing, all-school notifications, as required. Prepare documents of a high standard in both hard copy and multi- media formats.</li> <li>• Manage stock takes and ordering of kitchen supplies, office supplies, merchandise and submit invoices to NICA Finance.</li> <li>• Maintain NICA's key and equipment register.</li> <li>• Retrieve and process incoming and outgoing mail, postage, and couriers.</li> <li>• Maintain all communal areas including reception, staff lounge, staff kitchen and stationery room on a daily basis.</li> <li>• Assist other NICA staff with basic IT enquiries.</li> <li>• Keep an accurate and up to date record of all staff training compliance modules</li> <li>• Book travel and accommodation for Staff and students</li> <li>• Undertake other relevant administrative duties as directed by the Senior Administration Coordinator.</li> </ul>
2.	<b>Student Administration</b>	<ul style="list-style-type: none"> <li>• Provide accurate information on a range of matters including: courses, enrolments and fees, orientation, and a range of other student-related administrative including booking appointments with the Medical Team.</li> <li>• Follow appropriate processes and systems in accordance with Swinburne University and NICA policies, procedures and requirements including using Student One, Student One Web, Study Link, CANVAS, Salesforce and iclasspro.</li> <li>• Maintain database information that supports pre-audition workshops, auditions, enrolments, and guest lists.</li> <li>• Assist with planning and preparation for pre-audition workshops, auditions, enrolment, orientation, attendance record books, student files, graduation, and Study tours.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist current students to utilise Swinburne University and NICA on-line services.</li> <li>• Coordinate study tours and student internships within budget.</li> <li>• Communicate notices, newsletters, and special events in a weekly email broadcast.</li> </ul>
<b>Events and sales</b>	<ul style="list-style-type: none"> <li>• Work with the NICA team to support NICA productions and special events</li> <li>• Coordinate NICA event ticketing and produce reports using online ticketing system.</li> <li>• Assist with front of house ticket processing for VIP events</li> <li>• Assist with monitoring ticket sales during Production seasons using Trybooking</li> <li>• Coordinate catering for in-house events such as Presentation Day, welcome and farewell events and special meetings as required.</li> <li>• Process online payments for merchandise, student fines, alumni memberships, and training.</li> <li>• Process daily receipts on Xero and submit to Finance department for approval.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Familiarise yourself with Swinburne University and NICA policies and procedures</li> <li>• Valid Working with Children's Check.</li> </ul>

## KEY SELECTION CRITERIA

Application letters and/or resumes must address the Qualifications and Knowledge/ Experience/ Attributes sections under the key selection criteria.

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Preferable
1.	Degree and relevant administrative work experience or an equivalent combination of relevant knowledge, experience and/or training.	Essential
<b>Experience / Knowledge / Attributes:</b> Required by the incumbent to successfully perform the position's key responsibilities.		
2.	Experience working in an educational environment.	Preferable
3.	Excellent written and verbal communications skills. Good presentation and professional manner.	Essential
4.	Ability to work co-operatively and professionally as part of a team with administrative, teaching and training staff. Ability to work without close supervision.	Essential
5.	Excellent skills in computer-based record systems, use of the internet and email together with a sound knowledge of Microsoft applications (in particular, Word and Excel). Experience with database programs Salesforce, Malchimp and Student One is preferred.	Essential
6.	Sound time management skills, excellent organisational skills including a demonstrated ability to manage multiple priorities and to meet deadlines.	Essential
7.	A proven ability to utilise a range of problem solving and decision-making skills to ensure that tasks are effectively and professionally completed to ensure quality customer service.	Essential
8.	Excellent attention to detail and accuracy - in particular to data entry and the maintenance of effective record keeping and filing systems.	Essential

**FURTHER INFORMATION:** Please contact Emily O'Connor via email: [eoconnor@swin.edu.au](mailto:eoconnor@swin.edu.au)