

POSITION DESCRIPTION

Position: Academy Manager

Contract: Full time

Reports to: Head of Academy Operations

Commencement date: January 2025

POSITION PURPOSE

A key supportive and collaborative position working closely with and supporting the Head of Operations, the Academy Manager plays a central role in the effective business operations of Queensland Ballet Academy. This role involves extensive administrative oversight across the Academy's business operations, including management of databases and business systems. The Academy Manager is vital to the business team workflow and operational processes, and leads the effortless planning, management and delivery of Academy events, activities and designated projects both on site and at external locations. Effective stakeholder management is crucial, with both internal and external stakeholders, to ensure efficient project planning and successful outcomes. Responsibilities include managing reporting and feedback systems; contributing to Academy, and as required, broader QB strategic projects; handling project budgets; identifying and implementing administrative process improvements. The Academy Manager is a member of the Queensland Ballet and Kelvin Grove State College Management Committee and acts as secretariat for the Board Sub-Committee.

REPORTING

This role reports to the Head of Academy Operations.

RESPONSIBILITIES

Projects and Events

- Manage the programming, communication and administrative processing related to the planning and launch of all Academy events and activities on both QB sites and at various locations including inter/intrastate.
- Set up accurate data capture of registrations and attendance of participants at large-scale events onsite and online, including all Holiday Programs, Annual Auditions, Audition Experience Events, Elite Training Series and the hybrid Viewing Days (online & in person).
- In collaboration with the Academy Director and Artistic Staff, finalise event schedules, including contracting casual staff or external providers and providing the schedule to all staff involved prior to each event. Handing over to the Academy Coordinator and Enrolments and Pathways Specialist to plan and deliver the events and pre-attendance communication.
- In collaboration with the Marketing and Artistic team, design event structures, create and edit the event webpages and manage project budgets. Ensure timely release of events to support optimum opportunity to meet registration and financial targets. Regularly assess program structures and

event timing, to ensure the Academy delivers events that meet market needs and that continue to succeed in a competitive environment.

- Oversee workflow and communication to Front of House (FOH), Facilities Officers, and Visitor Experience staff for setup and delivery of Academy events, and related administrative tasks managed by the Academy Business team.
- Planning and management of all student exams, mark consolidation, and the subsequent semesterly reports. Delegation of necessary admin and setup required.
- Manage communication and logistics for student involvement in performances including for student excursions in collaboration with the Head of Academy Operations and Wellbeing Manager. Act as producer, where required, for ad hoc and non-mainstage performance and demonstrations.
- Ensure timely consolidation of performance invitation lists working with Development, Artistic, Ticketing, Communications and the EA to the Executive Director to ensure the lists are updated with current industry, government, internal, VIP and education stakeholders.
- For all interstate events, manage the hire of venues including communication with all involved stakeholders, scheduling, completion of venue hires and contract risk documentation.
- Assist with the coordination of international visits of both guest teachers/choreographers and special attendance of visiting dignitaries participating in and collaborating across the Academy.

Business Systems

- Ongoing management and upgrading of the student administrative system (Classe365) including secure storage of core programs data, building, publishing and updating termly and semesterly reports for all program levels, bulk data imports of new students, teacher subject allocations, classes set up, and Learning Management System. Manage the training of staff and troubleshooting in collaboration with the system's vendor.
- Manage the setup and ongoing oversight of internal and external events using the event management system. This includes building registration forms to ensure accurate data capture, report building, creation of event terms and conditions, payment processing, and data extraction reports.
- Oversee efficient performance of the Academy's databases and systems including Classe365, Tessitura, EventsAIR, H Drive and Artifax. Continuously explore and trial new business systems to enhance operational efficiency.
- Liaise with senior team members to maximise the business systems capabilities as they relate to the variety of activities and events delivered.
- Provide hands-on technical support to Academy staff for technology used in the delivery of events and activities, including setup for filming and archiving content on the internal drive for staff access and staff training across Academy business systems.
- Manage and assist with filming and footage requirements in various formats, ensuring secure embedding into the student administration system in collaboration with the Production team.
- In collaboration with the Marketing team, ensure the currency of the Academy's presence on the Queensland Ballet website, including updating the website through TANK and providing briefs for new projects, events and performances in a timely manner

Financial and Participant Targets

- Contribute to achieving Queensland Ballet Academy's participant registration targets, collecting patron feedback and engagement insights and planning for program launch deadlines.

- Ensure the timely completion of quarterly project 'reach and revenue' reporting for the Board and Sub-Committee.
- Manage project budgets, working with the Finance team to ensure event income is coded and recorded correctly, through accurate monitoring of income and expenses in the Company's finance system.
- Manage the processing of timesheets for all casual staff and in collaboration with the People & Culture team, ensure contracts are issued for all short-term engagements.

Communications

- Undertake administrative duties related to communication with all stakeholders. This includes eDM approval, copy editing, distribution, survey preparation, information publication, and website monitoring.
- Create teacher briefing packs for events and associated guidelines, forms, and terms and conditions.
- Provide high-level proofreading and editing support across the Academy team to ensure communication and collateral reflects the Academy's high standards and values.
- As a requirement of the collaboration with Kelvin Grove State College, the Academy Manager is responsible for organising the mandatory training to be completed by all Academy staff.

Wellbeing and Reporting

- In consultation with team members responsible for enrolments and wellbeing:
 - Uphold Child Safety and Student Wellbeing as an integral component of all day-to-day operations of the Academy.
 - Assist with supervision to ensure that at all times, students are safe and well, able to contribute to life at the Academy, while maximising their opportunities to fulfil their aspirations.
 - Manage administrative procedures of examinations/assessments and reporting, including the preparation of any key documents and/or business systems required to ensure the system is efficient and confidential.

Committee Duties

- Whilst maintaining the strictest of confidentiality, perform secretariat duties for the Academy Board Sub-Committee's quarterly meetings including high level report preparation, communication and minute taking and distribution.
- Contribute to the Board and Management Committee meetings by completing required project and budget reporting by set deadlines.

SELECTION CRITERIA

1. 3+ years of experience providing a high level of administrative support, including the ability to effectively manage projects and budgets, to achieve activity deadlines and to meet participant and financial targets.
2. An understanding/familiarity with the professional arts industry, most specifically ballet and an awareness of the youth training continuum in relation to the artform.
3. Demonstrated initiative to plan for, implement and report on a range of onsite, offsite and online activities and events, as they relate across the business of the Academy.

4. Exceptional writing, editing and proofreading skills and attention to detail across various written mediums including websites, e-newsletters, emails and communication collateral.
5. Customer service focused with the ability to work harmoniously across the breadth of Queensland Ballet Academy, including with students, parents, high-level stakeholders and with key members of the broader Queensland Ballet team.
6. A critical thinker with a proactive, problem-solving approach to tasks, ability to remain calm under pressure, and work collaboratively and independently to identify and deliver on solutions.

This role requires a current Blue Card (Working with Children Check) as a condition of employment.

GENERAL INFORMATION

Recreation Leave

20 working days per year

Personal/Carer's Leave

10 working days per year

Hours of Work

Nominally 38 hours per week Monday to Fridays, with occasional weekend and evenings work.

Probationary Period

Six months from commencement

Salary

To be negotiated with the successful candidate. Superannuation is paid into the superannuation fund of your choice, currently at the rate of 11.5%.

APPLICATION PROCESS

To apply for this role, please email your CV and a Covering Letter to joinus@queenslandballet.com.au. Applications will be considered as they are received, so we encourage you to submit your application at your earliest convenience. Please note that referees will be sought from candidates following the interview process.

ABOUT QUEENSLAND BALLET

Queensland Ballet is a vibrant, creative company and one of the fastest growing arts organisations in Australia. We offer a program of world-class productions of the best classical ballets and inspired contemporary and neo-classical dance works. Our dancers are acclaimed for their technical excellence, versatility and generosity of spirit. We understand our responsibility to Queensland's regional communities and regularly tour our artistic and community programs, while offering exciting health and community programs from our West End home, the Thomas Dixon Centre. We are committed to enriching the lives of as many people as possible.

Queensland Ballet Academy offers professional ballet and dance training, designed to nurture the young dancers of today into the world-class artists of tomorrow. We take great pride in nurturing the future custodians of our artform. Combining world-class dance training with an emphasis on student wellbeing, our Academy offers a unique educational pathway comparable to the finest international ballet schools. We

foster a creative and supportive learning environment that equips students with the skills to realise their full potential, while developing resilience, self-value and confidence.

Queensland Ballet acknowledges the traditional custodians of the land on which we work and perform. Long before we performed on this land, it played host to the dance expression of our First Peoples. We pay our respects to their Elders – past, present and emerging – and acknowledge the valuable contribution they have made and continue to make to the cultural landscape of this country.

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.

We are 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 adhered to during the application and interviewing process. Certain roles may require that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.