



# Live Performance Australia

## Position Description

Position title: Office Manager

Date: March 2023

Location: Level 1, 15-17 Queen Street, Melbourne

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## 1. ABOUT LIVE PERFORMANCE AUSTRALIA

Live Performance Australia is the peak body for Australia's live performance industry. Established over 100 years ago in 1917 and registered as an employers' association under the *Fair Work (Registered Organisations) Act 2009*, LPA has close to 400 members nationally.

LPA has a broad membership that covers all performing art forms (including contemporary and classical music, musical theatre, theatre, comedy, dance, opera, cabaret, and circus/physical theatre) and organisations of all sizes (spanning small-medium organisations and not-for-profit organisations to large commercial entities).

Our members include: commercial and independent producers, music promoters, performing arts companies, venues (performing arts centres, commercial theatres, stadiums and arenas), arts festivals, music festivals, service providers (such as ticketing companies and technical suppliers), independent cinemas and exhibition providers.

LPA has a clear mandate to advocate for and support policy decisions that benefit the sustainability and growth of the live performance industry in Australia.

LPA also presents the annual Helpmann Awards to celebrate and recognise distinguished artistic achievement and excellence across Australia's vibrant live performance industry.

As part of our values, LPA seeks to attract and retain the best employees as well as form strong relationships with our Members and external stakeholders. We're committed to fostering an inclusive environment free from discrimination where diversity is celebrated.

## 2. POSITION OBJECTIVES

- a) To ensure the smooth and efficient administration of LPA on a day to day basis;
- b) To provide administrative support to all members of the LPA Team; and
- c) To undertake the role of executive assistant to the Chief Executive, as required.

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### 3. POSITION DESCRIPTION

**Reports to:** Chief Executive

Works closely with Finance & Membership Manager

#### Statement of Duties

##### Ensure the smooth and efficient administration of LPA on a day to day basis

- i. Provide admin support to LPA secretariats, sub-committees and working groups and all key industry meetings.
- ii. Organise LPA events and meetings, including booking venues and catering, arranging technical requirements, sending invitations and receiving RSVPs, and other duties as they arise.
- iii. Ensure that all invitees are advised of meeting arrangements and attendances are confirmed and checked e.g. Subcommittees and Industry Meetings. Set up teleconferences, Zoom etc as required.
- iv. Collate and distribute Management Committee and Executive Council meeting papers.
- v. Ensure all LPA documentation is produced and managed within procedures and guidelines. Ensure all LPA office protocols are followed e.g. telephone, reception, mail (digital and traditional) and correspondence, meeting preparations.
- vi. Answer and direct general telephone and digital / printed enquiries from members, suppliers and the general public. Follow through to ensure satisfactory resolution.
- vii. Purchase office equipment and replenish stationery, photocopier, computer equipment and office supplies in accordance with the requirements of the Finance & Membership Manager and Chief Executive.
- viii. Maintain effective, efficient and up-to-date digital and hard copy filing, record keeping and archiving systems.
- ix. Manage incoming and outgoing mail, including the opening and distribution of incoming mail and the booking of couriers.
- x. Manage staff inductions process and maintain and update LPA Procedures Manual.
- xi. Undertake Front of House duties, including welcoming visitors, couriers, and deliveries.
- xii. Liaise with IT service providers as necessary.
- xiii. Liaise with Landlord for any building maintenance.
- xiv. Kitchen duties including loading/unloading dishwasher, kitchen maintenance and ordering supplies.

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### **Provide administrative support to the LPA Team**

- xv. Support the LPA team with the preparation and collation of important items of correspondence and documentation, including meeting materials, member communications, invitations, presentations, papers, reports to government and private sector bodies.
- xvi. Support the Finance & Membership Manager with tasks such as: maintain the membership database including inputting Industry Service Fee data.
- xvii. Respond to membership enquiries, update member database, manage all log in details and website updates and manage Member induction process.
- xviii. Provide admin support to the LPA team, including attending to their travel and meeting needs.
- xix. Digital/website: prepare member EDMs, save EDMs on i-drive, upload content to website and support LPA team as required.
- xx. Helpmann Awards: Manage the Helpmann Awards panels, working with the Panel chairs; manage Helpmann Award Travel Fund applications - seeking approval and maintaining data, compile invitation lists, organise Panel Member meetings, and other ad hoc tasks.
- xxi. Review and improve processes and procedures, including updating the online Procedures Manual for LPA staff.

### **Undertake the role of executive assistant to the Chief Executive, as required**

- xxii. Respond to invitations on behalf of the Chief Executive.
- xxiii. Provide administrative assistance including meetings, diary and travel needs. Prepare documents and presentations as requested.
- xxiv. Other duties as required.

## **4. KEY SELECTION CRITERIA**

1. Minimum 2 years' experience in a similar Office Manager, EA or Personal Assistant role.
2. Highly developed administrative skills with demonstrated ability to work simultaneously on multiple tasks. A proactive approach to managing deadlines whilst ensuring high quality execution of tasks.
3. Well-developed written and verbal communication skills with a strong eye for detail and accuracy.
4. Proactive, with an improvement mind set, and the ability to work independently with initiative, and as part of a team.
5. A friendly, professional personality with demonstrated ability to communicate effectively across a range of personnel, including Members, Executive Councillors, external stakeholders and suppliers.

6. High level computer skills and online literacy with advanced keyboard skills and an excellent working knowledge of Microsoft Office suite, CRM and social media platforms, website content management and web based email platforms.
7. Interest in and passion for the live entertainment and performing arts industry in Australia.