

POSITION DESCRIPTION

JANUARY 2023

Role: Education & Communities Booking Assistant
Department: Education & Communities
Reports to: Head of Education & Communities
Supervisor: Education & Community Engagement Producer
Duration: Temporary 0.6 FTE (six months), with potential to extend

Key Working Relationships:

Head of Education and Communities
Education & Community Engagement Producer
Education and Communities Administrator
Box Office staff

PURPOSE

Working with the Education & Communities Team and reporting to the Head of Education and Communities, the Education & Communities Booking Assistant is responsible for customer care, executing booking processes and other administrative tasks.

KEY RESPONSIBILITIES

- Provide excellent customer service to internal and external stakeholders of Education & Communities events
- Manage all ticketing inquiries, bookings and processes for the Education & Communities program
- Monitor concert capacity and payment schedules for schools concerts
- Carry out non-routine servicing of education clients, including management of group seating requirements and special invoicing arrangements where necessary
- Reach out to existing accounts and inquire about their changing music education needs
- Pro-actively contact and inform teachers of all Education concerts and necessary logistics
- Follow up with clients who express concerns, complaints or issues in a timely and professional way
- Follow up on business leads as advised
- Maintain Tessitura accounts
- Other duties as required

QUALIFICATIONS & EXPERIENCE

- Excellent written and verbal communication skills combined with strong attention to detail
- Excellent customer service skills
- Demonstrated success in data management and ticketing systems
- Good numerical skills and experience with cash handling
- Strong computer skills including Microsoft Office
- A demonstrated ability to prioritise tasks and manage time efficiently
- Previous experience with Tessitura
- Passion for arts, culture, and classical music

APPLY NOW

Send us: A covering letter of application and your CV to: recruitment@sydneyorchestra.com

ELIGIBILITY

The Sydney Symphony Orchestra is an equal opportunity employer; the right to work in Australia; subject to a possible Police Check.

At Sydney Symphony, we are committed to providing a working environment where each individual is valued, respected and supported to progress. Our priority is to ensure culture, policies and processes are truly inclusive and that no-one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, gender, culture, disability, LGBTIQ+ identities, family and caring responsibilities, age, or religion.

The Sydney Symphony Orchestra acknowledges the Traditional Owners of the many lands on which we work and perform. We pay our respects to Elders past, present and emerging.

CAPABILITIES

All Sydney Symphony employees must demonstrate the following professional capabilities in their job roles. Depending on the level of job role seniority, employees work towards Foundational, Intermediate, Adept, Advanced or Highly Advanced skills in each capability area through annual performance review assessments and ongoing professional development and coaching from supervisors, mentors and peers.

PERSONAL ATTRIBUTES

1. **Display Resilience and Courage:** Be open and honest, prepared to express your views, and willing to accept and commit to change
2. **Act with Integrity:** Be ethical and professional, and adhere to the Sydney Symphony Values
3. **Manage Self:** Show drive and motivation, a measured approach and a commitment to learning
4. **Value Diversity:** Show respect for diverse backgrounds, experiences and perspectives



RELATIONSHIPS

1. **Communicate Effectively:** Communicate clearly, actively listen to others and respond with respect
2. **Commit to Customer Service:** Provide customer centric services in line with Sydney Symphony service and organisational objectives
3. **Work Collaboratively:** Collaborate with others and value their contribution
4. **Influence and Negotiate:** Gain consensus and commitment from others and resolve issues and conflicts



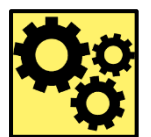
RESULTS

1. **Deliver Results:** Achieve results through efficient use of resources and a commitment to quality outcomes
2. **Plan and Prioritize:** Plan to achieve priority outcomes and respond flexibly to changing circumstances
3. **Think and Solve Problems:** Think, analyse and consider the broader context to develop practical solutions
4. **Demonstrate Accountability:** Be responsible for own actions, adhere to legislation and policy and be proactive to address risk



BUSINESS ENABLERS




1. **Finance:** Understand and apply financial processes to achieve value for money and minimise financial risk
2. **Technology:** Understand and use available technologies to maximise efficiencies and effectiveness
3. **Procurement and Contract Management:** Understand and apply procurement processes to ensure effective purchasing and contract performance
4. **Project Management:** Understand and apply effective planning, coordination and control methods



PEOPLE MANAGEMENT

1. **Manage and Develop People:** Engage and motivate staff and develop capability and potential in others
2. **Inspire Direction and Purpose:** Communicate goals, priorities and vision and recognise achievements
3. **Optimize Business Outcomes:** Manage resources effectively and apply sound workforce planning principles
4. **Manage Reform and Change:** Support, promote and champion change, and assist others to engage with change



Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism. • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others’ non-verbal cues and adapt where necessary Write and prepare material that is well structured Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies