



Office Administrator Position Description

Hours of work	12 hours per week by negotiation
Reports to	Business Manager
Salary Range	Between \$17.50 and \$20.00 per hour

Purpose of this role

The Office Administrator supports the Business Manager in the efficient operation of The PumpHouse Theatre office by undertaking a number of day-to-day office administration tasks.

The role involves banking, cash handling, and working with accounts and requires a high level of integrity and trustworthiness.

Working hours will be negotiated with the Business Manager, however it is expected the position will involve work over several days per week.

Key Accountabilities	Key Tasks	Success Indicators
<p>Accounts <i>The PumpHouse accounting records are accurate, up to date and follow best practice.</i></p>	<ul style="list-style-type: none"> Data entry in MYOB and ASB Bank of accounts payable and receivable information in conjunction with the Business Manager and Treasurer Receive and file bank statements, invoices and other information from suppliers Liaise with suppliers to ensure invoices are correct Send statements and invoice reminders to hirers when necessary 	<ul style="list-style-type: none"> Accounts information is entered in MYOB and ready for analysis by the Treasurer before the second Monday of the month No debts are outstanding by more than two months Monthly audit procedures are completed to ensure all supplier information is accurate and all invoices are checked before payment
<p>Payroll <i>Staff are paid accurately and on time and appropriate records are kept.</i></p>	<ul style="list-style-type: none"> Prepare and enter payroll information in MYOB Payroll and prepare payments with ASB Record all leave requests in the Leave Calendar Ensure permanent staff attendance is accurately recorded on the sign-in sheet. 	<ul style="list-style-type: none"> All necessary payroll information is received, recorded and filed Wage and salary payments are made on the due date with no errors in the amount paid to staff PAYE information is lodged with Inland Revenue before the due date All staff attendance and leave is fully documented Monthly audit procedures are completed to ensure all Payroll information is correct

Key Accountabilities	Key Tasks	Success Indicators
<p>General office duties <i>The PumpHouse Theatre administration office runs efficiently to support the theatre's operations.</i></p>	<ul style="list-style-type: none"> • Ensure office supplies (including kitchen supplies) are fully stocked and orders are within budget • Check the post office box for new mail and post outgoing mail • Deliver banking to the bank as required • Photocopy and trim artwork, reports and posters as needed • Record and distribute notes from staff meetings • Create and implement systems for storing and archiving of records and historical information • Maintain petty cash and ensure records are accurately kept • Perform any other relevant tasks that may be required from time to time. 	<ul style="list-style-type: none"> • Sufficient office supplies are available at all times and expenditure is within budget • Kitchen supplies are fully stocked at all times • Mail is posted, and the post office box is checked at least three times per week • Banking processes are followed at all times • Staff meeting notes are circulated by email within two working days of the staff meeting • The petty cash float balances at the end of each month • Documents are correctly filed or archived.
<p>Customer Service <i>The PumpHouse Theatre is professional and welcoming to all visitors</i></p>	<ul style="list-style-type: none"> • Answer general enquires in person, by phone and by email, passing queries to other staff as appropriate and ensuring all emails are filed in the correct folders • While providing cover for breaks, sell tickets in person and by phone and process approved refunds using the Patronbase ticketing system • Meet and greet visitors to The PumpHouse Theatre and ensure all visitors have completed relevant health and safety requirements 	<ul style="list-style-type: none"> • Phone messages and emails are received and actioned on the next working day • All visitors to The PumpHouse Theatre are signed in and receive appropriate Health and Safety Information.
<p>Hirer Support <i>The PumpHouse Theatre provides timely information to hirers about their booking</i></p>	<ul style="list-style-type: none"> • Ensure Hirer information is up to date in applicable IT systems e.g. MYOB, PatronBase and Hirer CRM software • Send and/or receive documentation from hirers and record relevant data in Basecamp • Coordinate hirer welcome packs and opening night gifts 	<ul style="list-style-type: none"> • Information about all hirers is accurately recorded • All multi-day hirers receive a “good luck” card and chocolates on their opening nights

Key Competencies	
Relationship Management	Represents The PumpHouse and its hirers with enthusiasm. Proactively builds and maintains productive working relationships with a range of stakeholders. Has an awareness of the needs of diverse communities and responds appropriately.
Project Management, planning and organisation	Demonstrates a clear understanding of planning and efficient time management to ensure projects are delivered on time. Develops systems and documentation to support project planning.
Communication	Has a good level of written and verbal communication skills such that interactions with stakeholders are at all times professional and polite. Open, honest and confident in public settings. Willing and able to interact with stakeholders.
Team Work	Contributes to and supports the aims of the North Shore Theatre and Arts Trust Board. Empowers and supports colleagues and Board members by working together collaboratively with a solution focus.
Technical Knowledge	Solid administrative skills and especially competent with Word, Outlook, Excel and Accounting software such as MYOB and MYOB Payroll. An understanding of health and safety and first aid is preferred.