

# RISING :

PROGRAM ADMINISTRATOR  
POSITION DESCRIPTION, NOVEMBER 2024

ROLE :	PROGRAM ADMINISTRATOR
TEAM :	CREATIVE & DELIVERY
TERM :	FULL-TIME, FIXED TERM UNTIL 25 JULY 2025
REPORTING TO :	HEAD OF CREATIVE PROGRAM

## RISING

RISING a festival new art, music and performance in the heart of Naarm (Melbourne, Australia). a major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators. RISING's purpose is to reflect Melbourne's identity and amplify its art and artists.

RISING will return in June 2025. [View the 2024 RISING program.](#)

## THE ROLE

We're looking for a Program Administrator to help us build and maintain the robust administrative systems needed to realise our ambitious program. This role is suited to an experienced arts administrator who is passionate about the cultural sector and excited about making our festival come to life.

Reporting into the Head of Creative Program, you'll work closely with the entire Creative and Delivery teams in day-to-day operations. You'll play a key role in ensuring our operational model has dynamic, flexible and efficient administrative systems. You're a quick learner and your friendly but firm demeanour will enable our complex workflow to be managed across multiple departments in a streamlined way. You see it as your mission to minimise onerous procedure and maximise seamless information sharing.

Your experience in arts administration has taught you to be meticulous, but flexible and adaptable. You know where the roadblocks might appear and how to pre-empt them; you have a positive approach to finding solutions. You enjoy interacting with a variety of people and always strive to maintain a collaborate and friendly approach to all your interactions. Online project management tools and database systems are second nature to you. Best practice is your starting point, not your benchmark; you like to reflect on how things could be done differently for a better outcome next time.

You are able to deal with a high-volume workload while maintaining an eagle eye for detail. You thrive in a dynamic and demanding work environment; you move fast and with passion and commitment. You are comfortable handling sensitive and confidential information; you believe in personal accountability and understand delegations of authority.

## DAY-TO-DAY, YOU WILL :

### PROCESS MANAGEMENT AND INFORMATION SHARING

- Ensure the efficient operation of the Creative department
- Further refine and develop streamlined administrative processes as required, assisting to identify areas of need
- Collaborate with the Head of Creative Planning, the Executive Producer and other administrators to develop, document and communicate effective process
- In collaboration with the Festival Coordinator, administer and maintain the festival's event scheduling database and project management system, Airtable, and foster ongoing accurate and timely data entry within that database
- Manage filing systems within SharePoint
- Update and maintain accurate customer and patron records in Tessitura
- Act as a point of communication for the program for the rest of the organisation, through platforms and in person
- Ensure accurate gathering and recording of event data to meet reporting requirements of the organisation
- Support the Festival Producer and senior Creative team with administrative requirements for commissioned works
- Maintain and contribute to Creative and Delivery departmental handbooks

### EVENT ADMINISTRATION

- Coordinate tax application processes for international companies in collaboration with our external advisors
- Apply for/work with music (APRA, PPCA, OneMusic) and film licensing bodies to meet compliance and reporting standards
- Provide Producers and Curators with support for contracting processes as required, including use of contract templates, tracking contract status and communications, and coordinating the signing process per financial delegation policy

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- Collect and file required event, company and insurance information from externals and provide updates to the Head of Business Services as relevant
- Facilitate efficient communication between the Creative and Ticketing teams to ensure artist and participant ticket requests are tracked and processed in a timely manner
- Coordinate and track petty cash, Weel, cab charges, Myki, parking passes, store keys, etc. for festival teams
- Ensure any festival materials and gifting, including artist gifts and packs, are distributed effectively
- Coordinate and schedule site visits and/or meetings with internal and external parties
- Ensure the Creative and Delivery departments are meeting internal and external deadlines for the delivery of the festival, especially any marketing deadlines
- Manage induction process for artists and companies and support artist logistics team where necessary
- Coordinate the Artist Survey and project evaluation process
- Support project teams with the accounts payable workflow and reconciliations

### GENERAL

- Provide support to the Executive Producer, Head of Creative Program and Producers in all aspects of program administration
- Schedule and create constructive agendas and minute departmental and project meetings
- Supervise and manage the Program Assistant
- Support Creative and Delivery teams as required throughout the festival cycle
- Attend suitable productions, events and/or meetings relevant to program initiatives
- Through peak periods, supervise support staff with their delivery of duties relevant to your scope of work
- Build and maintain solid, effective, and mutually beneficial working relationships with key stakeholders, including artists, venues, suppliers and participants
- Perform related duties as assigned, within your scope of practice and as directed from time to time

### SKILLS YOU'LL NEED :

- Arts industry experience—A good knowledge and understanding of the local arts ecology and the festival in a national and international context. Bonus points for experience in tasks such as issuing contracts, invoicing and obtaining licenses
- Qualifications—Relevant qualifications and/or previous experience in festival administration roles
- Customer service focus and communication skills—a demonstrated commitment to delivering high level service to internal and external stakeholders. A mindset of continuous improvement and a service-oriented approach
- Computer Literacy—Experience in developing and managing databases (bonus points for previous use of Airtable, Docupilot, MiniExtensions) and intermediate use of Microsoft Excel, Word, and Docusign
- People skills—Proven ability to develop effective collaborative working relationships at all levels
- Problem solving—Adept at identifying and analysing issues, then finding innovative and cost-effective solutions
- Time management and planning—Demonstrated capacity to manage multiple and competing tasks, effectively planning and meet deadlines, scheduling skills

### WORK SCHEDULE & FLEXIBLE WORK ARRANGEMENTS

RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place. The RISING office is situated at Level 2, 377 Lonsdale Street, Melbourne 3000. As part of our flexible working arrangements, there is an expectation that staff will be available for office-based and on-site work as required by their role. RISING's usual business hours are between 9am and 5pm from Monday to Friday. However, you may be required to work outside these hours in order to meet the demands of the annual festival operational cycle and the responsibilities of your position.

### ACCESS

RISING is a festival aspiring to be a cultural leader in inclusion and accessibility. We want our organisation and program to be a true reflection of our city representing people with a variety of skillsets and life experiences, cultures and backgrounds. We encourage applications from First Nations people, those who are from culturally and linguistically diverse backgrounds, people who are LGBTQIA+, people who have a disability and/or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email [jobs@rising.melbourne](mailto:jobs@rising.melbourne).