

**Melbourne Chamber Orchestra**  
**Administration Manager**  
**Position Outline**

Revised 4 Jan 2022

Primary location	Suite 31, 431 St Kilda Road Melbourne, with occasional off-site activity in inner Melbourne and regional Victoria.  While we do expect this role to have significant in-office time, this job may be performed partially in a work-from-home capacity, by negotiation with the Executive Director.
Reporting to	Executive Director
Position type	Full-time, Monday–Friday 37.5 hour weeks, with occasional evening and weekend work during performance projects
Salary details	\$70,000-\$77,000 pa commensurate with experience and skills, <i>plus</i> statutory superannuation
Employment period	Ongoing (six month probation)
Applications due	8.00pm Melbourne time on Thursday 20 Jan 2022
Other Conditions	The applicant will be an Australian citizen or have appropriate permissions to work in Australia.

**About Melbourne Chamber Orchestra**

Melbourne Chamber Orchestra is Victoria’s preeminent small orchestra and the leading independent Victorian chamber music organisation. For over 30 years, the orchestra has created a distinctive orchestral practice, with a collegial ethos, exploratory programming, and ambitious regional touring.

In up to 60 performances and events each season, MCO brings together the state’s most exciting chamber musicians to create music with uncompromising artistic quality, impressive finesse and extraordinary passion. Through its extensive touring, the Orchestra creates powerful fine music experiences to inspire Victorians wherever they are. In 2021, MCO ensembles will present over 20 performances on tour. The orchestra presents its festival, A Feast of Music, in Daylesford each year. In 2019, the orchestra served over 12,000 attendees.

**Applications**

Your application must consist of:

- a **one-page** covering letter, expressing why you are a good fit for the role, bearing in mind the role’s duties and selection criteria
- a curriculum vitae.

On request, you will need to provide contact details of two professional referees.

Applications should be emailed to the Executive Director, Richard Jackson at **richard.jackson@mco.org.au**

Further information about MCO and our performances can be found at **mco.org.au**. If you have specific questions about the role, please contact Richard Jackson on 03 9119 1590.

## **ABOUT THE ROLE**

The orchestra seeks a well-organised, experienced Administration Manager to manage its day to day financial and administrative functions. As the first point of contact for many of our audience, you'll have exceptional customer service ethic and outstanding written and verbal communication skills. You'll also have experience in handling transactions through accounting systems and an eye for detail.

Working within a small team, a "can-do" and flexible approach is expected. This position works closely with the Operations Manager (OM) and reports to the Executive Director (ED). It is a requirement that leave is not taken during critical operational periods.

The key areas of duty are:

- Managing the orchestra's day-to-day finances, including accounting and payments
- Running the process for our annual subscription campaign and single-ticket events
- Ensuring compliance with all of the orchestra's reporting, taxation, and other obligations
- Managing most correspondence with the orchestra by phone and email.

## **KEY SELECTION CRITERIA**

The ideal applicant will:

- have at least intermediate knowledge of book-keeping and accounting methodologies
- demonstrate experience in managing the accounts process of an organisation
- have knowledge of the use of databases (for example Salesforce)
- possess intermediate to high level computer literacy, including use of word processing and spreadsheets
- exhibit a strong customer service ethic
- have previous experience managing a similar portfolio of tasks

The following experiences or skills will be highly regarded:

- Any qualification in Accounting or Book-keeping
- Using Xero accounting software
- Using any industry-standard event ticketing system
- Using Salesforce
- Management in the NFP sector
- Knowledge of NFP-specific tax and compliance regimen
- interest in the arts and classical music in particular

## **JOB DESCRIPTION**

### **Finance Management**

- Manage bookkeeping process  
*The orchestra uses a book-keeping service, which the Administration Manager co-ordinates, provides the inputs for, and maintains internal QA for*
- Manage preparation of accounts for audit  
*The orchestra uses external auditing services but the primary responsibility for producing initial accurate accounts lies with the Administration Manager*
- Manage payroll, leave and superannuation
- Manage payment cycles and invoicing
- Manage and reconcile company credit cards
- Manage monthly cycle for reconciliations and account management
- Reconcile funds from payment gateways, i.e. Stripe, PayPal, Square, etc
- Banking payments
- Banking and documenting donations and issuing appropriate receipts

### **Subscription and Ticketing Management**

*The orchestra's performances are predominantly ticketed by our venues, but subscription packages, other packages and some event ticketing are managed in-house with a variety of tools.*

Subscription management includes, but is not limited to:

- Maintaining a strong process for processing subscriptions in a timely way
- Managing related co-ordination volunteers, contractors and staff.
- Working with our Systems Administrator to verifying the database and process subscription bookings
- Ensuring appropriate customer communications throughout the subscription process
- Liaise with venues for all matters relating to subscriptions

Ticketing management includes, but is not limited to:

- Managing ticketing for some (usually smaller) events
- Issuing and redeeming gift and prize vouchers
- Managing ticketing and RSVPs for VIPs and guests of the orchestra
- Managing single-ticket requests for subscribers

### **Compliance Management**

- Ensure our compliance with all relevant government agencies including ACNC, ATO, ROCO, Consumer Affairs etc
- Arrange payment of BAS, PAYG tax, GST, WorkCover, insurances and other obligations

### **Project Management**

- Manage change projects as assigned by the Executive Director
- Manage event projects as assigned by the Executive Director

**Analytics Co-ordination**

- Produce Melbourne concert statistics
- Produce financial statements and reports as required by Executive Director and Board

**Front of House Co-ordination**

- Be available as front of house on concert days in Melbourne, and some events at our Festival in Daylesford.
- Co-ordinate on-day payments and ticketing
- Co-ordinate FOH presence including volunteers
- Reconcile takings and record appropriately

**Office Management**

Respond to general correspondence, brochure requests and telephone enquiries

Coordinate stationery supplies and consumables

**Other Duties**

Other duties as required by the Executive Director