
Position Description: *By Request Program & Memberships Lead*, Flying Arts Alliance Inc

Status: 5 days per week, Initial 3-month probation period will apply.

Location: Judith Wright Centre of Contemporary Arts, Brisbane, Fortitude Valley

Reports to: Program Team Lead

Direct Reports: Touring artist/ facilitators (contractors)

Purpose of the Role:

Contribute to the achievement of organisational goals through effective leadership, planning and administration of the By Request professional development program for artists and arts workers, young artists, educators, schools and communities, as well as the Memberships program.

Job Summary

Under the direction of the Program Team Lead, and as member of the Program Team, the position is responsible for leading the planning, coordination and administration of the *By Request* Program of professional development services and activities for artists and arts workers, young artists, educators and creative communities. This annual program delivers workshops, residencies, training and projects to metropolitan, regional, rural and remote Queensland. Key clients include local government, schools, youth services, cultural organisations, community services et al. The role is also responsible for coordinating and growing the Flying Arts Memberships base.

Duties and Responsibilities

- Contribute to planning and delivery of annual professional development program as part of the Program team, including:
 - Preparation of budget forecasts
 - Preparation of Marketing & Communications copies
 - Assist with funding application preparation
 - Assist with project grants writing for programs
- Coordinate and administrate the annual ***By Request* Program** including:
 - Recruitment, selection and contracting of touring artist/ facilitators
 - Professional development services and activities for artists and artswokers, young artists, educators, and creative communities
 - Small Schools Program
- Coordinate and administrate all aspects of *By Request* bookings, including:
 - Preparation of workshop and project outlines for clients
 - Costing and quoting program enquiries
 - Liaison with artists/facilitators
 - Liaison with clients including schools, local government, regional arts organisations and groups, non-arts providers
 - Booking and scheduling of travel and accommodation
 - Preparation and distribution of itineraries
 - Managing payments and invoicing processes

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- Coordination of evaluation surveys, data collection and feedback
 - Database management
 - Grow By Request sales/revenue to agreed targets

 - Coordinate and lead **Membership services**:
 - Receive and process membership applications
 - Coordinate Standard and Accredited Membership program including liaison with insurer
 - Maintain member register
 - Coordinate and develop member services
 - Coordinate new member recruitment
 - Collect, process and approve accredited member applications for Insurance
 - Provide information regarding insurance services and coverage limitation
 - Review the Flying Arts Membership program annually and grow memberships to agreed targets

 - Prepare reports on program activities for internal and external stakeholders
 - Support role to Regional Arts Fund with assessing quick response funding applications
 - Contribute to hosting Flying Arts workshops as part of a team

Knowledge, Skills, and Abilities

- High level interpersonal communications skills with exceptional customer service ethic
- Highly process-oriented, with strong organisational and administration skills including database entry and management including CRM
- Knowledge of arts business practice and visual and media arts
- Awareness of the education and/or training sector including the Australian National Curriculum
- Knowledge of arts project management processes
- Knowledge of modern office procedures and business communication, including email and phone communication, record keeping, formal letters, invoice and payment procedures, report writing and contract preparation
- Advanced proficiency with a PC computer and various software packages including Windows and Office 365 including Word, Excel, and Outlook, and in particular proficiency with CRMs eg Salesforce.
- Ability to liaise and work effectively with diverse service providers and client groups
- Ability to work fluently between multiple tasks
- Ability to establish priorities, work independently and proceed with objectives without supervision
- Ability to handle and resolve recurring problems, and work well under pressure.
- Ability to work in a small team in a fast paced office environment
- Ability to grow program sales and membership base to revenue targets

Shared Values Required for Success

- Collaboration
- Respect
- Sustainability
- Flexibility

Key Selection Criteria

Essential

- Tertiary qualifications in the Arts/Arts Administration or 3-5 years experience as an Arts Administrator
- Experience in workshop/event/project coordination, facilitation and logistics
- Track record in growing arts programs / membership programs and associated revenue
- High level knowledge and understanding of visual arts practice, arts business, project management and arts education
- Exceptional organisational and time management skills
- First class customer service ethos and high level communication skills
- Demonstrated ability to work effectively in a small dynamic and agile team, to work collaboratively and share knowledge

Desirable

- Knowledge of Regional and Remote Queensland
- Qualifications in Education and/or training
- Experience in funding application processes

Other Requirements

- Current Driver's Licence (preferable);
- Hold or ability to obtain a Blue card
- A permanent right to work in Australia; and
- Ability to work outside regular office hours, including weekends if and as required