

## Victorian Opera Education Administrator

### Overview:

The Education Administrator supports the Education Manager in communicating directly with schools, promoting the Education & Pathways programs, and administering the bookings process for Education events.

The role collaborates with the Victorian Opera Team, working closely with Marketing, Ticketing and Finance, plus external Education Consultants to provide administration of Education events.

### Duties:

- Working with Education Manager to create school engagement through EDMs, social media and direct phone calls to inform schools and teachers of our education events and programs.
- Answering varied queries by both phone and email around education bookings including, but not limited to; procedures, EH&S, content warnings, busses, and school bags to name a few.
- Set up and monitor registration portals/pages for the various programs on offer in the Education & Pathways Department. Then process registration details in the CMS, generate invoices and send confirmation emails.
- Liaise with internal and external ticketing/account managers on attendance, seating plans and FOH requirements for Education shows and communicate with schools to provide a high level of service.
- Liaise with the Finance Department regarding invoicing and fee payments and ledgering these in Tessitura and preparing lists of unpaid invoices and fees for follow-up.
- CMS management.
- Other duties that may arise in consultation with the Education Manager.

### Requirements:

- Have current WWC or VIT registration.
- Experience using Tessitura and WordFly is preferable or use of other CMS and communication software. Strong ICT skills with a willingness to learn is an ideal attribute.
- Team orientated work focus.
- Interest in theatre and education.
- Strong written and oral communication skills.
- An understanding of school administration and Child Safe practices would be an advantage.

### Time Fraction and remuneration:

- Casual position.
- LPA: Production and Support staff: Level 8 (\$38.29p/h) + superannuation.
- Contract Period: Start Date to Nov 22 (or as negotiated).
- Flexible hours up to 11 hours per week (potential for more during peak times).
- Hybrid with at least 7.6 hours in office.

### Reports to:

The Education Manager.

**Please note:**

- As this role will involve contact with school-aged children, you will be required to undertake modules of mandatory child safe and other training.

**How to apply:**

- If you think you have the skills and experience required for this role, we'd like to hear from you. Please submit a Cover Letter addressing the role duties and requirements along with your CV outlining your previous experience including 3 referees to [recruitment@victorianopera.com.au](mailto:recruitment@victorianopera.com.au)

**Applications close:**

- 9.00 am, Tuesday 2 April 2024

*All recruitment and promotion of employees at Victorian Opera will be based on merit regardless of sex, race, marital status, sexual preference or religion. We aim to recruit a diverse range of people with a diverse range of talents to help us achieve our goals.*