

POSITION DESCRIPTION

Title: Public Programs Administration Officer

Classification: HEW4

Reports to: Head of Public Programs

Direct reports: None

Issue date: October 2021

JOB PURPOSE

The Public Programs Administration Officer provides administrative support to the National Art School (NAS) Public Programs department, helping ensure the continued growth and success of the NAS annual program of non-award short courses and workshops.

The Public Programs Administration Officer has frontline responsibility for providing outstanding customer service, facilitating course enquiries, enrolments, refunds, student communications and supporting increased short course enrolments across Public Programs, Gaol Tours and education programs.

In addition, the role provides an important point of contact and support for Public Programs teaching staff, and liaison with a broad range professional and technical staff of the School.

KEY RESPONSIBILITIES

- Administer enquiries and enrolments for NAS short courses and education programs.
- Respond directly and promptly to all Public Program enquiries by phone, email, face-to-face and online.
- Provide course information to prospective students, including advice regarding course content, art materials, student skill levels and course suitability.
- Coordinate the collation and distribution of written course materials.
- Manage data entry and assist in the preparation of data and documents for reporting on all Public Programs.
- Upload and maintain all Public Programs course information and photos on the NAS website and other relevant websites eg NESA.
- Coordinate enrolments for all education programs, including being the front line for enquiries. Responsible for ensuring

course enrolment requirements are met, arranging refunds and transfers as required, in line with NAS policies and all other administrative processes.

- Assist in the preparation of marketing material for the promotions and publicity of all Public Programs in conjunction with the Marketing department.
- Meet and greet Public Programs participants and lecturers prior to commencement of online and on-campus classes and provide assistance as required.
- Assist with training and administering volunteers, interns and student crew working for all Public Programs.
- Participate in studio set up and assist with dismantling studios as required (ability to lift up to 20kg).
- Ordering of supplies and equipment to ensure class provisions are available and invoices processed through Workplace.
- Work with other departments to ensure that the Public Programs online enrolment process operates effectively and efficiently.
- Collect feedback from all Public Programs to improve program delivery.
- Understanding of Ethical Practices, EEO and WHS policies.
- Perform other related duties as required by the Head of Public Programs and the Education Coordinator.

QUALIFICATIONS / EXPERIENCE

- Relevant administrative experience or an equivalent combination of relevant education and experience.
- Working with Children Check clearance is mandatory for this role.

- Excellent interpersonal and customer service skills, with the ability to work both individually and as part of a team.
- High level written and verbal communication skills.
- High level organizational, problem solving and time management skills with the ability to complete tasks within deadlines.
- High level computer skills, including experience with Microsoft Office CRM databases and website content management.
- Knowledge and experience of the Visual Arts and Education sectors is highly regarded.
- Knowledge and understanding of EEO, Ethical Practice and WH&S.

KEY RELATIONSHIPS

Internal	
Head of Public Programs	Report to and support the successful delivery and expansion of NAS short courses as required and directed
Education Coordinator	Work collegiately with the Education Coordinator on delivering programs as required and directed
Departmental staff	Develop and maintain effective working relationships, providing support in the delivery of departmental objectives and budget targets
Customers	Provide timely and accurate enrolment advice to prospective and enrolled Public Program participants, maintaining a professional demeanour at all times
Colleagues	Develop and maintain effective and collegiate working relationships with all employees of the National Art School
External	
Stakeholders	Develop and maintain mutually beneficial relationships with external stakeholders and supporters.
Service Providers	Develop and maintain effective working relationships, manage deliverables, manage value and cost, keep abreast of developments. (for discussion at meeting)

ACKNOWLEDGMENT

I have read and understood this position description and I accept the key accountabilities outlined in this position description. I understand that this position description is used primarily for the purposes of position salary band evaluation, candidate information and as a reference point for performance agreements and reviews. This position description does not attempt to define specific tasks of the position.

Print Name: _____

Signed: _____

Date: _____