

POSITION DESCRIPTION

The Joan Program Administrator

POSITION DETAILS	
Position Title:	The Joan Program Administrator
Award / Level:	Local Government Award – Level 5
Department:	Programming – The Joan Sutherland Performing Arts Centre
Employment Type:	Permanent Part-Time (22.5 hours)
Reports To:	The Joan Program Manager
Direct Reports:	None
PD Review Date:	December 2026

Position Purpose
The Joan Program Administrator is a core member of The Joan's programming team, providing essential administrative and production support across The Joan's diverse program streams. This role is designed to be held by two part-time people, working in close collaboration to ensure continuity and coverage across all responsibilities. Together, the two Joan Program Administrators are responsible for the day-to-day coordination and delivery of The Joan's public-facing program streams, including Q Theatre's Studio Q drama workshops, Access Ensembles, schools and creative learning programs; Penrith Conservatorium of Music's individual tuition, ensemble programs, workshops, auditions and student performances; and broader Joan performing arts programs and public-facing activities. The role provides direct administrative support to the Joan Program Manager and works closely with the Q Theatre Manager and Head of Music Education, to ensure seamless program delivery. The Joan Program Administrator is a key point of contact for students, participants, families, carers, teaching artists, tutors, contractors, internal teams and the general public, and is responsible for the quality and accuracy of administrative systems, records and communications across all programs they support. The Joan Program Administrator must be a motivated, detail-oriented individual who works effectively both independently and as part of a collaborative team. Flexibility to attend programs onsite, including occasional evenings and weekends, is required.

Key Responsibilities and Outcomes

Note: This role includes any other reasonable duties within the scope of the role, aligned with these responsibility areas and PP&VA's operational needs. The position holder is required to comply with all PP&VA policies, procedures and legal obligations, including WHS, Code of Conduct, Child Safety, records and information management, and other governance requirements relevant to PP&VA operations.

1. Program Coordination and Delivery

Major Tasks

- Coordinate the day-to-day delivery of education and public program activities across Q Theatre, Penrith Conservatorium of Music and broader Joan program streams.
- Support student and participant recruitment, enrolment, retention and re-enrolment processes across Q Theatre, Penrith Conservatorium of Music and broader Joan program streams, including maintaining accurate contact details, enrolment records and attendance data.
- Support the recruitment, contracting, onboarding and scheduling of teaching artists, tutors, assistants and contractors across workshop, tuition, ensemble and broader program activities.
- Support program planning and workshop content administration in collaboration with the Q Theatre Manager, Head of Music Education, teaching artists, tutors and relevant program staff.
- Be a key point of contact for workshop participants, Penrith Con students, families, carers, teaching artists, tutors and program partners, providing timely and professional responses to program enquiries.
- Be onsite at The Joan and/or other PP&VA sites to supervise workshops as required, including occasional evenings and weekends.
- Coordinate administration and production support for annual mid-year showings and end-of-year showcase events for Studio Q and Penrith Con participants, in collaboration with Marketing, Technical, Box Office and Venue Services teams.
- Coordinate the delivery of The Riff, Q Theatre's annual schools drama festival, and other Q Theatre creative programs as directed.
- Provide day-to-day administrative support to the Head of Music Education and relevant music program staff to support the delivery, growth and evaluation of Penrith Conservatorium of Music programs, including individual tuition, ensemble programs, auditions, rehearsals and student performances.
- Coordinate administration and logistics for Penrith Con workshops, auditions, rehearsals, performances and associated events, including relevant approvals, licensing and documentation such as OneMusic/APRA requirements.
- Maintain relevant grants, reporting and acquittal schedules for Penrith Con and broader program activity, and support the Joan Program Manager and Head of Music Education with preparation, coordination and documentation as required.
- Support the implementation of strategies to grow participation, retention and progression across Q Theatre programs, Penrith Con individual tuition, group classes, ensemble programs and broader Joan learning and participation pathways.
- Support administration, communication and reporting for education, performance and community partnerships across The Joan, Q Theatre and Penrith Conservatorium of Music.

Performance Measures

- Successful delivery and administration of workshop programs, individual tuition, ensemble programs, student performances, showcases and broader Joan program activities.
- Safe, well-organised Studio Q and Penrith Con operations with low incidents and effective risk management in place.
- Effective support for student and participant recruitment, enrolment, retention and re-enrolment across relevant program streams.
- Professional, timely and accurate communication with students, participants, families, carers, teaching artists, tutors and program partners.
- Ensemble, tuition and workshop programs are well-supported through accurate scheduling, communication, records and logistics.

2. Production and Administrative Support

Major Tasks

- Provide direct administrative support to the Joan Program Manager, including scheduling, correspondence, meeting preparation, and document management.
- Draft and track contracts and documentation for artists, teaching artists, tutors, contractors and program partners.
- Manage and process invoices for contracted artists, teaching artists, tutors and contractors in a timely manner.
- Work closely with Venue Services and Box-Office staff to ensure accuracy and efficiency of enrolment, booking, invoicing, and remittance processes.
- Attend project rehearsals, production meetings, dress rehearsals, and performances as required.
- Contribute to planning, administration and delivery of broader Joan programming projects as directed by the Joan Program Manager.
- Liaise with internal and external stakeholders to facilitate project delivery.
- Implement effective systems management, data collection, and reporting across all programs.
- Assist with record-keeping, information management, and preparation of program reports, evaluation surveys, and attendance data.
- Support targeted audience development initiatives across program streams.
- Ensure that WHS, Working with Children Check, First Aid, and Public Liability Insurance requirements are continually met; recommend improvements as necessary.
- Other administrative and production tasks as required.

Performance Measures

- Continued efficiencies in managing program operations across The Joan, Q Theatre and Penrith Conservatorium of Music.
- Accurate and timely contract, invoicing, and documentation management with no outstanding compliance issues.
- Quality data and documentation produced for all programs and events.
- Satisfaction from artistic partners, collaborators, and internal stakeholders.
- Improved record-keeping systems and cohesive reporting processes.

3. Marketing and Communications Support

Major Tasks

- Under direction of the Joan Program Manager, and in collaboration with the PP&VA marketing team, implement a communications strategy that:
 - Provides opportunities to showcase program activity and artistic outcomes.
 - Maintains regular and effective communication with students, participants, families, carers, artists, teaching artists, tutors and program partners.
 - Articulates the role of Q Theatre and Penrith Conservatorium of Music as central parts of The Joan's broader artistic, educational and community identity.
 - Cross-promotes PP&VA programs across The Joan, Q Theatre and Penrith Conservatorium of Music channels.
- Manage and deliver program documentation including photographs, media, and promotional materials in collaboration with Marketing.
- Maintain records on theatre and music education programs to support research, visibility, and organisational memory.

Performance Measures

- All program enquiries are responded to within 48 hours of receipt.

- All program communications are clear, accurate, and consistent with PP&VA's brand and tone.
- Growth in student, participant and community engagement across workshops, ensemble programs, tuition, performances and related events.
- Increased visibility of Q Theatre and Penrith Conservatorium of Music programs within mainstream Joan communications.

4. Customer Service

Major Tasks

- Provide effective and professional service to PP&VA customers and the community.
- Provide effective service to internal customers across all PP&VA departments.
- Accurately identify the needs of customers and take appropriate action to satisfy those needs.
- Present a positive image of PP&VA, The Joan, Q Theatre, Penrith Conservatorium of Music, and Lewers Gallery at all times.

Performance Measures

- A calm, conciliatory approach is used in all customer dealings.
- Active listening techniques are applied in customer interactions.
- Customer needs are identified, confirmed, and appropriately resolved.
- Personal presentation and conduct adheres to organisational guidelines.

5. Work Health and Safety (WHS)

Major Tasks

- Attend WHS training as required.
- Perform all work in accordance with WHS policies and procedures.
- Participate in consultative processes for the management of WHS.
- Ensure WHS, WWC, First Aid, and PLI requirements are met across all program activities.

Performance Measures

- All required WHS training is completed.
- WHS procedures are identified and complied with.
- Participation in consultation processes is on record.

6. Corporate Governance and Effective Work Practices

Major Tasks

- Carry out work in line with relevant legislative and statutory requirements and/or industry codes, practices, and standards.
- Adhere to Code of Conduct, EEO, and anti-discrimination policies.
- Take responsibility for and manage own work, and contribute to a productive work environment.
- Accept and contribute to workplace change.
- Work cooperatively with colleagues to facilitate workplace learning.
- Work in an ethical manner and comply with PP&VA's Code of Conduct and other governance documents.
- Resolve workplace conflict in line with PP&VA policy.
- Undertake record-keeping activities in accordance with PP&VA's Records Management business rules, procedures, policies, and any relevant State Records legislation.

Performance Measures

- Relevant legislative and statutory requirements are consistently complied with.
- Work reflects adherence to EEO and anti-discrimination policies.
- A positive work atmosphere is maintained through effective communication with all customers, contractors, co-workers, and managers.
- Work tasks are appropriately prioritised and time is managed effectively.
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation.

- Record-keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements.
- PP&VA's official information is captured in the Corporate Information Management System.

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- A passion for arts management, performing arts, and/or music and theatre education.
- At least two years' experience in arts administration, project coordination, education administration, or a related field.
- Strong organisational skills with a demonstrated ability to manage competing priorities and meet deadlines in a busy environment.
- Excellent written and verbal communication skills, with a high level of attention to detail.
- Excellent people skills, including experience building effective relationships with diverse internal and external stakeholders.
- Experience in contracting, program administration, and/or project coordination.
- Knowledge of contemporary performing arts and/or music education practice within NSW.
- Experience in grant writing, funding applications, and acquittals (desirable).
- Current Working with Children Check (or ability to acquire).
- Demonstrated ability to work both independently and collaboratively as part of a small, multidisciplinary team.

Desirable

- Current NSW Driver Licence.
- Current First Aid Certificate (or willingness to obtain).
- Familiarity with venue booking or ticketing systems.
- Experience working in a multi-venue or multi-program arts environment.

As part of a small team, the Joan Program Administrator may be required to perform additional duties from time to time. An interest in arts programming, theatre education, music education, community engagement and cross-program collaboration is essential.

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Belong Here

- I show up as myself and make space for others to do the same.
- I recognise that Western Sydney is who we are, not just where we are.

	• I am honest about what I don't know and curious about what I don't understand. • I treat everyone who walks through our doors as someone who belongs here.
Choose the Harder Thing	• I do what is right, not what is easy. • I stand up for the work, the artists, and the community, even when it is uncomfortable. • I raise difficult issues rather than avoiding them. • I hold myself and others to a high standard.
Own It	• I take responsibility for my work and my decisions, whatever the outcome. • I follow through on what I say I will do. • I do not wait to be told when something needs doing. • I operate within my delegations and escalate when I am unsure.
Raise the Standard	• I pursue quality in everything I do. • I am creative and look for better ways of working. • I give and receive feedback constructively. • I represent PP&VA with professionalism and pride.
Build to Last	• I think beyond my own role and consider the long-term health of the organisation. • I support sustainability and the wellbeing of future communities. • I contribute to a culture where others can do their best work. • I uphold social justice principles in all that I do.

Last updated: 25 June 2026