

Position Description

Membership and Administration Assistant

Title of Position	Membership and Administration Assistant
Hours	0.8 FTE (30 hrs)
Responsible to	Operations Manager
Other working relationships	Responsive to a small, agile, executive team
Appointment	2 years

OVERVIEW

Guildhouse works with artists, craftspeople and designers, government, and industry to build skills and knowledge. Together, we create and facilitate opportunities for meaningful, sustainable careers in the creative sector. As the peak body for artists in South Australia, Guildhouse engages and supports artists with creative and career development programs, inclusive of residencies, mentorships, one-on-one advice, tailored business skill development, network development and exhibition opportunities.

The role of Membership and Administration Assistant is ideal for someone with genuine people passion who possesses a high level of organisation acumen and attention to detail. This position is the front face of our member-based organisation and as such, the successful candidate will be welcoming to all, field enquiries, lead membership processing and provide administrative support to our small, fast-paced team.

You will possess excellent customer service skills and enjoy working with people from diverse backgrounds and professions. You have experience in using Microsoft's suit of office applications and be willing to learn role-specific operating systems inclusive of data entry and CRM management. You thrive in a people-first, dynamic, work environment.

Guildhouse's small and dynamic team works out of the Lion Arts Centre in Adelaide's creative West End. Guildhouse is an equal opportunities workplace and persons who identify as Aboriginal and/or Torres Strait islander, or from other diverse cultural backgrounds are encouraged to apply. Persons with lived experience of disability are encouraged to apply.

BACKGROUND

Guildhouse' vision is for artists to have sustainable careers and to be recognised and valued by our community. We are a not-for-profit, incorporated association founded in South Australia in 1966. Guildhouse has over 950 members from diverse areas of contemporary visual art practice and all career stages, in addition to arts organisations, government agencies, businesses and Guilds.

Artists are central to everything we do:

- We build careers
- We foster excellence
- We take the arts outside of the arts
- We create and nurture opportunities for our members

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Street Address: Lion Arts Centre,
Cnr North Tce & Morphett St, Adelaide
PO BOX 8067 Station Arcade SA 5000
PH: (08) 8410 1822 guildhouse.org.au

Guildhouse Incorporated ABN 75 442 934 320

- We believe in a strong creative sector for all
- We believe in fair pay for artists



Our programs strive to develop artistic and professional excellence, supporting the professionalisation of artistic practice. We develop and promote opportunities that take artists out of their traditional studio practice and support them to extend their work through collaboration, research, and experimentation in new environments, to new and diverse audiences.

We partner broadly to maximise the impact the work we do.

KEY RESPONSIBILITIES

Membership

1. Excellent customer service, answering membership and general office enquiries by phone, email and in person
2. Processing and preparing member documentation requests
3. Maintaining up-to-date, accurate member and other stakeholder records across a range of platforms
4. Coordinating student member engagement, recruitment, and retention.

Administrative

5. Proactively maintaining the Guildhouse database and website content updates
6. Provide administrative support to key staff, under the direction of the Operations Manager
7. Anticipate the needs of a well-maintained, sustainable office, including ordering supplies
8. Assist Guildhouse staff with program deliverables, including event catering

Organisational

9. Fielding general enquiries
10. Fostering on-going relationships with artists and other industry stakeholders, and leveraging them to achieve positive outcomes
11. Assist the Operations Manager to ensure a welcoming and safe workplace

Some additional hours of work and some out-of-hours work will be required on occasion.

KEY ATTRIBUTES AND CAPABILITIES

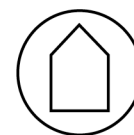
You are stimulated by creativity, people, and contemporary culture. You have:

1. Excellent customer service skills
2. Strong written and interpersonal skills
3. Outstanding attention to detail in all that you do
4. The ability to work autonomously and as part of a team
5. Strong time management skills
6. You are inclusive and reliable with a friendly disposition

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SELECTION CRITERIA

Essential

1. Demonstrated customer service and administrative skills
2. High level communication and interpersonal skills, with demonstrated experience effectively communicating at all levels with a diversity of people
3. Previous experience in website maintenance, Customer Relationship Management (CRM) system(s), maintaining online databases, e-news platforms, and mailing lists
4. Demonstrated ability to prioritise workload and competing deadlines

Desirable

1. Tertiary qualification and/or demonstrable experience in a similar or related role in the creative sector
2. A demonstrated interest in a range of art-forms and in the Adelaide creative sector
3. Proficiency with Design software; Adobe InDesign, Photoshop, Visme, Genially, GIMP, Vectr, Canva or similar

ADDITIONAL ROLE INFORMATION

- This is a fixed 2-year contract term, at 30 hours a week. Days/hours of work to be arranged by negotiation with the successful candidate
- A probationary period of six months applies
- Anticipated contract start date is August, 2021 (subject to the successful candidates availability),
- All applicants must have the right to work in Australia for the period of the contract,
- the position is based in the Guildhouse office within the Lion Arts Centre in Adelaide.

APPLICATION PROCESS

Applications close Sunday August 8, 2021 at 5pm

Apply to: Operations Manager emma.bedford@guildhouse.org.au

with **Membership and Administration Assistant** in the Subject Header. Your application should include:

- Covering letter addressing the Selection Criteria while reflecting on your ability to meet the Key Competencies
- A copy of your current Resume,
- The above submitted as one .pdf document via email

Need more information? Contact the Guildhouse office on

(08) 8410 1822 or email emma.bedford@guildhouse.org.au

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