

Position Description

Administration & Membership Officer

Title of Position	Administration & Membership Officer
Hours	0.7/0.8 (to be negotiated)
Responsible to	Operations Manager
Other working relationships	Responsive to a small, agile, executive team
Appointment	2 years

OVERVIEW

Connecting art, artists, and community, Guildhouse leads a bold and diverse visual art, craft and design sector, positioning artists at its core.

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

The role of Administration and Membership Officer 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 using Microsoft's suite of office applications and be willing to learn role-specific operating systems, including 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

Our vision is for creative professionals to have sustainable careers and the contribution they make to our rich cultural environment be recognised and valued by our community. Guildhouse is a not-for-profit incorporated association with a 50+ year history. We have over 1000 members across diverse areas of contemporary practice and all stages of career as well as arts organisations, businesses and Guilds.

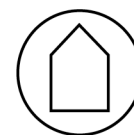
Our values:

- We are artist-led
- We nurture diversity
- We are connected

guildhouse

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



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, and develop new work that is presented to new and diverse audiences.

Our creative and career development program is essential to our membership and engagement with the sector.

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, including member insurance documentation
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 and set up

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.

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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

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. Demonstrated competencies with Microsoft office software
4. Previous experience in website content updates, Customer Relationship Management (CRM) system(s), maintaining online databases, communication platforms and mailing lists
5. 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

APPLICATION PROCESS

We encourage enquiries to either Emma Fey, CEO emma.fey@guildhouse.org.au or Operations Manager Laura Geraghty, laura.geraghty@guildhouse.org.au or 08 8410 1822.

Applications should include your CV and a brief letter of introduction outlining your suitability based on the selection criteria.

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