

JOB DESCRIPTION

Job Title: Qld Administration Coordinator
Reports to: Qld State Manager
Location of Job: Brisbane, Meanjin, on Turrbal and Yuggera country
Appointment type: Permanent Part time (0.6FTE)
(hybrid & flexible working arrangements available)
Salary: \$34,000 base + super (0.6 of \$56,000 FTE)

Our Vision

A music-rich future for all Australians.

Our Purpose

To connect all Australians to something bigger than themselves: to powerful music which awakens the spirit.

Our Mission

With chamber music at our artistic core, Musica Viva Australia creates memorable musical experiences for audiences at every stage of life and for musicians at every stage of development through Concerts, Education programs and Emerging Artist programs.

About the Role

The position reports to the QLD State Manager and works closely with the QLD State Coordinator. The team are the face of Musica Viva Australia (MVA) in Queensland and this position is expected to develop and sustain working relationships with stakeholders including teachers, subscribers, donors and artists in the delivery of MVA programs in Queensland.

The team also works in consultation with the Marketing, Concerts, Education, Finance and Development teams in the national office and this role plays a vital role in building and maintaining productive and trusted professional relationships with individuals from those teams.

Responsibilities:

- Provide reliable logistical and operational support for Musica Viva concerts in Queensland, including venue setup, staffing the ticket desk and providing a professional presence consistent with the Musica Viva brand.
- In conjunction with state and national colleagues, coordinate and deliver state-based MVAIS telemarketing activity.
- Communicate with schools via phone and email to provide excellent customer service and to support the achievement of state sales targets for Musica Viva in Schools education programs.
- Coordinate concert invitations and managing RSVPs.
- Update the company's CRM (Tessitura) with relevant information regarding QLD concert patrons and stakeholders. Note: full training in Tessitura is provided.
- Process school bookings in Tessitura and assisting with invoice processing and payment.
- Provide general administration support for the QLD office.
- Assist with event coordination.
- Collate data for budget reporting and funding acquittals, including good news stories and customer feedback.

Organisational Responsibilities

- Maintain healthy work relationships with volunteers and other staff members.
- Attend meetings as required.
- Contribute to regular and ongoing quality improvement and funder-required accreditation activities.
- Participate in professional and performance development activities and remain up-to-date on current knowledge and skills related to the position.
- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.
- Hold a valid Working with Children Check. MVA will cover the cost of obtaining or renewing the check.
- Maintain the highest ethical standards, confidentiality and cultural awareness when dealing with others.
- Adhere to workplace policies, procedures, and systems, as amended from time to time, in particular those that address workplace health and safety, anti-discrimination, bullying and harassment and privacy.
- Contribute to the overall well-being of the organisation and avoid participation in any activity that might be harmful to the good operation, health, or reputation of the organisation.
- In addition to the duties outlined above, the position holder is also required to perform such other duties as may be directed, provided these are within their competency or training, from time to time.

Knowledge, Skills, Qualifications & Abilities

- Confident communication skills, with experience in customer service and telephone sales desirable.
- Proven ability to work, in person and remotely, with minimal supervision as part of a productive, flexible and harmonious team environment.
- Good organisational and administration skills and excellent attention to detail, ideally with some experience using the Office suite of software.
- Ability to follow processes with accuracy and complete tasks independently.
- Ability to interpret data and use it to inform planning and process improvement.
- Capacity to work flexibly, incorporating out of office hours work where required and occasional interstate and intrastate travel.
- Experience in CRM programs (Tessitura or similar) is desirable - training will be provided.
- Well-presented, demonstrating confidence and a passion for the arts and education.
- Experience in, or understanding of, the arts and education sectors in Queensland is desirable.
- Current full driver's licence desirable.

To apply:

Send your resume and a letter (maximum 2 pages) introducing yourself and addressing the knowledge, skills, qualifications and abilities detailed above to jobs@musicaviva.com.au.

Note: In the subject of the email, add the following code **QLDSAC26 and your full name**. Applications not including this code may not be correctly processed.

For an informal chat about the roles and MVA please contact Paul McMahon, QLD State Manager, by email pmcmahon@musicaviva.com.au; or Jennifer McCleary, People and Culture Manager, by email jmccleary@musicaviva.com.au

MVA is a family-friendly and flexible employer committed to equity and inclusion. We welcome applications from First Nations people and people from diverse cultural and regional communities. We welcome applications from people who identify as having a disability. If at any stage of the recruitment process, you require any accommodation due to a disability please let us know.

Applications close: 11 March 2026