

ACKNOWLEDGEMENT

Bangarra is a culturally safe organisation that acknowledges 65,000 years of First Nations history and pays its respect to Aboriginal and Torres Strait Islander Elders past and present. We recognise sovereignty was never ceded. Australia always was and always will be, Aboriginal and Torres Strait Islander lands.

Join Bangarra and play an important role in telling First Nations stories by providing high-quality administrative and organisational support.

Why work with Bangarra?

- Be part of Australia's iconic First Nations performing arts company.
- A collaborative and innovative company culture where your contributions are highly valued.
- Work at the recently expanded, vibrant Walsh Bay Arts Precinct.
- Workplace culture that fosters personal wellbeing.
- Varied workload, working to multiple teams across the organisation

POSITION OVERVIEW

Position: Administration Officer – Office & Programs

Position reports to: Marketing & Communications Director and Youth & Education Programs Director

Department: Across multiple departments

Contract: Fixed term Full-time (12 months contract, with potential for extension)

COMPANY PROFILE

We are Bangarra Dance Theatre. We are a company of professional Aboriginal and Torres Strait Islander performers. We are storytellers. We are fire makers. As one of Australia's leading performing arts companies, we share our culture with Communities and audiences across Australia and the world.

We have been making our indelible marks on the Australian and international theatre landscape for over three decades. We are at home performing on Country, on Australia's most iconic stages and running education workshops and programs to nurture the next generation of storytellers.

We are for the hundreds of First Nations Communities across Australia - and for anyone who wants to be a part of our story.

POSITION DESCRIPTION

The **Administration Officer – Office & Programs** plays a key role in providing essential administrative support to ensure the smooth day-to-day operation of the Bangarra office at The Wharf in the Walsh Bay Arts Precinct and also supports the Youth & Education and Marketing & Communications teams.

This is a full-time position based at The Wharf at Walsh Bay, working onsite five days per week to support collaboration, engagement, and the effective day-to-day delivery of operations.

The **Administration Officer – Office & Programs** is a diverse and dynamic role that supports multiple departments, providing team support and assistance, front-of-house services, and general administrative functions across the organisation. The role serves as a key point of contact for staff, visitors, and external stakeholders, while also delivering administrative support to the Youth & Education and Marketing & Communications teams.

Roles and Responsibilities

Administration

- Greet guests and visitors to the office, facilitate building access, and accept deliveries to the main entry and Loading Dock during office hours.
- Manage incoming and outgoing mail, parcels, and deliveries.
- Coordinate office supplies, including purchasing, stationery management, and distribution.
- Organise and maintain office areas including the kitchen and meeting rooms.
- Manage incoming calls and general enquiries, directing queries as appropriate.
- Assist with expense invoice processing across teams as needed.

Customer Service

- Deliver high-quality customer service in response to general, ticketing, and venue hire enquiries, ensuring a consistently positive customer experience.
- Communicate performance and venue related information to customers with accuracy, politeness and professionalism.
- Handle and respond to customer feedback and escalate customer service issues when necessary.
- Support the Ticketing and CRM Manager through customer service and the issuing of tickets to Bangarra productions.
- Dispatch merchandise sales, monitoring stock levels and managing orders in an efficient manner.
- Manage multiple shared mailboxes.

Youth & Education Program Support

- Administer shared mailboxes by reviewing, prioritising, responding to, and distributing incoming emails to support efficient program and office operations.
- Respond to enquiries and escalate where appropriate.
- Provide administrative support to the Youth & Education Programs team.
- Coordinate all communication with schools, including bookings, ticketing, logistics, and communications for youth programs and education activities when needed.
- Perform other reasonable duties as needed by the Youth & Education Programs team.

Skills and Experience/Selection Criteria

- Tertiary qualifications in administration, business, or a related discipline (desirable but not essential).
- Minimum 2 years' experience in an administrative or office-based role.
- Demonstrated respect for and willing to learn about Aboriginal and Torres Strait Islander cultures and communities.
- Strong administrative and organisational skills, with the ability to manage multiple tasks.
- Excellent communication and customer service skills, particularly in a front-facing environment.
- High level of attention to detail and accuracy.
- Ability to work collaboratively across teams
- Proficiency in Microsoft Office and general business systems.
- Experience using Tessitura system is desirable, but not essential.
- Ability to use initiative and work both independently and as part of a team.
- Experience in arts, education, or community-based environments is desirable.

Key Attributes

- Professional, approachable, and service-focused
- Reliable and proactive in supporting others
- Able to adapt to changing priorities in a busy environment
- Committed to contributing to a respectful and inclusive workplace

Experienced applicants from Aboriginal and Torres Strait Islander backgrounds are highly encouraged to apply.

TO APPLY

Please email the following:

- A statement against the Essential Selection Criteria (max. 3 pages)
- A full CV including the names of three referees (referees will only be contacted after consultation with you)
- A cover letter

by **9pm Sunday 9 August 2026**. If you require any assistance with your application, please contact hr@bangarra.com.au

For further information, please email Vanina Fernandez, HR Business Partner, hr@bangarra.com.au

ACCESSIBILITY

At Bangarra, we walk together in a spirit of respect and belonging. We envision a world where every person — of all cultural backgrounds and lived experiences — feels safe, seen, and valued. We recognise that it is the right of every human being to participate fully, to respectfully contribute their voice, and to share their knowledge, creativity and spirit. We are committed to creating barrier-free pathways that welcome and empower people with disability to work, collaborate, and create alongside us — across every part of our organisation and the stories we share.

If you require any assistance with the application process or more accessible documentation, interview process or any support with these, please contact Vanina Fernandez, HR Business Partner, hr@bangarra.com.au.

We aim to make our workplace accessible to all, so if you have any specific requirements, please do note them in your application or in the interview process.