

POSITION DESCRIPTION

POSITION TITLE	Company Administrator
REPORTS TO	Executive Director
STATUS	Part-time (.6 FTE) (24 hours per week). Can be worked across 4-5 days. Must be able to work Tuesdays, Wednesdays and Thursdays.
LOCATION	Lismore – in office position

About Us

NORPA is one of Australia's most exciting regionally based theatre companies.

NORPA (Northern Rivers Performing Arts) is based on Bundjalung Country. Our home is in Lismore, in the beautiful Northern Rivers. We take inspiration from the country and culture around us, and we take risks in bringing stories to life. Our theatre productions are original, site-specific, place based, relevant and contemporary.

As a key creative organisation for the Northern Rivers, we play a pivotal role in our local and regional creative community through the work we make and how we support the development of the artform and artists. We are recognised as a national leader in making theatre that directly responds to and speaks to the role of artists and art in our changing environment.

Position Overview

As our Company Administrator You play a central role in our small and effective creative team. You will provide administrative support across a range of functions to the NORPA team, including a key role in finance processes, box office, project support, meeting and event coordination, information technology and office management.

You are key to the smooth running of the company with strong time management and communication skills; a proactive, can-do approach; the ability to multitask; customer service skills; and willingness to adapt and be flexible.

About You

You will enjoy being busy across a wide variety of activities; possess excellent attention to detail, and strong time management and communication skills; take pride in Your customer service skills and ability to multitask. Most of all, You will have a willingness to creatively adapt and be flexible with a proactive, can-do approach.

Key Responsibilities

Key Area and Objective	Core Deliverables
Administration To provide exceptional administrative support across the NORPA team to enable delivery of business objectives and plans.	• Provide administrative support to the NORPA team such as: telephone enquiries, processing over the phone ticket sales, meeting coordination, travel and accommodation arrangements, correspondence, catering and hospitality, external bookings of venue and equipment, contracts preparation, and research. • Maintain company contact details and governance requirements and assist with new staff onboarding. • Support the Executive Director with office technology, office supplies and equipment upkeep. • Coordinate organisation wide activities such as company meetings, staff events and social activities, wellbeing activities and training. • Contribute towards process improvements.

Finance Support Co-ordinate the weekly supplier payments and bi-weekly payroll under the direction of the Executive Director and Finance Consultant	• Work with Executive Director and Lead Producer to track the annual program budget, collating payment schedules and coding. • Provide in-office assistance to our Finance Consultant. • Operate NORPA's Xero account to enter payment information, create invoices and undertake month end reconciliations - training can be provided. • Manage payroll, petty cash, staff reimbursements, superannuation, and leave requests • Work across the team, to ensure best processes are in place for effective finance transactions.
Events Coordination and organisation of admin and catering requirements to support smooth delivery of events.	• Coordinate opening night functions and other ad hoc events as required, including Front of House, box office, invitations and rsvs, catering and hospitality. • Work with production and other staff on event requirements. • Coordinate volunteers when required.
Marketing Support marketing functions to enable NORPA to extend its reach to members and the broader community.	• Assist with social media posts as required. • Proactively maintain database health. • Assist with brochure/print distribution. • Drafting, building and sending communications via email, eDM and SMS.
Ticketing To provide administrative management of ticketing functions.	• Handle ticketing enquiries by phone and email. • Ensure the website is up to date with accurate event ticketing details at all times. • Build events in Ticketsearch and maintain functionality – training can be provided. • Schedule ticketing reports for team members as requested. • Coordinate box office requirements for offsite events.
People Develop strong relationships with internal and external stakeholders.	• Contribute positively to a healthy, creative, and respectful workplace culture. • Deliver great customer service. • Maintain good relationships with internal and external stakeholders. • Act as an advocate for NORPA in the wider community.

Other Duties

- Flexibility to work evening and weekend hours may be required at times.
- This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the company.

Key Selection Criteria

ESSENTIAL REQUIREMENT	
1.	Current drivers' licence and access to vehicle.
Knowledge and skills	
1.	Demonstrated experience and aptitude in providing administrative and office support services with a history of implementing initiatives for process improvement.

2.	Demonstrated organisational skills, with the ability to balance priorities and deadlines.
3.	Highly developed computer literacy including MS Office suite, CRM databases, social media platforms and the internet. Experience with Xero, ticketing applications, Ticketsearch, Canva, MailChimp an advantage.
4.	Strong customer service focus backed up by excellent interpersonal skills.
5.	Ability to work independently and be self-motivated in prioritising and completing work.
6.	Excellent written and verbal communication skills including the ability to prepare, format, proof-read and edit a range of documents.
7.	Ability to build and maintain collaborative working relationships across diverse groups both internal and external to the organisation.
8.	Ability to manage and maintain controls to ensure confidentiality and privacy of information.
9.	Previous finance/bookkeeping, ticketing and/or marketing experience is a strong advantage.

Applications close Monday 24 November 2025.

To apply please send your cover letter addressing the selection criteria and CV to the info@norpa.org.au. For further information please call Sheridyn at NORPA on 02 6622 0300.

Salary range: \$75,000 - \$81,000 pa pro rata.

This is mostly an in-office position with some flexibility around times. You must be available on Tuesdays, Wednesdays and Thursdays.