

<b>Title</b>	Administration & Projects Officer
<b>Reports to</b>	Senior Conservation Manager
<b>Division/Department</b>	Melbourne Division
<b>Location</b>	ICS, 4 Harper Street, Abbotsford

## 1. PURPOSE

The Administration & Projects Officer coordinates and manages a wide range of activities related to client service, administration, building and lab equipment maintenance, and project support for conservation jobs.

The Administration & Projects Officer supports three key areas:

### **Business Operations**

Responsibilities include responding to client enquiries, updating the client database, drafting job estimates, processing payments, managing invoicing, arranging transport, and collaborating with conservation staff to effectively manage client issues, coordinating and minuting team meetings, and supporting social media and website updates.

### **Building and Lab Maintenance**

The role has primary responsibility for maintaining building and lab equipment, and ordering supplies to ensure materials and equipment are serviced and available when required.

### **Conservation Projects**

Project assistance activities include drafting and contributing to project reports, sourcing subcontractors, and liaising with clients and subcontractors. Assisting with the preparation of tenders and submissions is a key responsibility, along with administering contracts and maintaining job records. There will be occasional opportunities to provide supervised conservation support, either on site or in the lab.

## 2. REPORTING RELATIONSHIPS

The Administration & Projects Officer:

<b>Reports to</b>	Senior Conservation Manager
<b>Occasionally supervises work undertaken by</b>	Casual staff Subcontractors

## 3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:

*Working at ICS: Position Guide*, which provides an overview of duties relevant to all ICS staff

#### **4. MAJOR RESPONSIBILITIES**

##### **Business Operations**

**Outcome:** ICS administration and management processes support the delivery of positive financial outcomes

##### **Business Operations**

- Draft estimates to ensure accuracy and readability
- Work with Conservators to create invoicing schedules and claim statements
- Process payments
- Assist conservators to identify and manage variations and quote amendments
- Communicate with conservators about job approvals, cancellations, and scheduling
- Produce JobBag reports and client notes as requested by staff
- Support the production of monthly reports, eg. forecast billings, insurance values
- Coordinate quotes and bookings for transport, framing, digitisation, etc.
- Manage registration and tracking of objects, including movement of objects sent to and from subcontractors
- Support the production of social media and website updates
- Identify and implement operational improvements

##### **Lab and Building Maintenance**

**Outcome:** ICS Melbourne Division functions smoothly to maximise productivity and profitability

- Manage lab presentation and storage of artworks
- Maintain a safe and orderly lab environment
- Manage the ICS Melbourne Equipment Register and coordinate repairs or purchases as required
- Regular stocktake and ordering of materials as required, including conservation supplies, PPE, first aid supplies
- Maintain and update the Chemwatch chemical database and the MSDS folder
- Act as first point of contact for building and vehicle maintenance, including:
  - Cleaners
  - Air conditioning
  - Safety equipment, eg. fire extinguishers, exit lighting
  - Company vehicle
  - Telephone landline
  - Pest control
  - Waste disposal
  - Security

##### **Conservation Projects**

**Outcome:** On time, profitable, quality project outcomes are appropriate to client needs

- Support the Senior Conservation Manager to manage deadlines and workflow
- Support the writing of submissions, reports and proposals
- Provide project assistance and/or occasional supervised conservation assistance, either on site or in the lab

### Client Relations

**Outcome:** ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Act as the first point of contact for providing information about ICS services
- Manage or support client communication on job progress and receipt/collection of objects
- Liaise with conservators to convey client information and job updates
- Provide regular advice to ICS Management about client feedback
- Support ICS Management to effectively deal with client concerns

### Teamwork and leadership

**Outcome:** ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- Actively engage with all staff to ensure effective internal and external communications
- Develop and implement administration processes to support smooth team functioning, eg. recordkeeping, coordinating and minuting team meetings,
- Seek advice and support to manage difficult jobs

### Work, Health and Safety

**Outcome:** ICS is a healthy and safe work environment for all staff

- Work closely with the Operations Manager to ensure ICS Melbourne complies with safe work regulations
- Conduct regular workplace safety audits
- Take reasonable care and cooperate to protect the health and safety of self and others
- Model safe work practices in own behaviours
- See Working at ICS: Position Guide for more detailed information for all staff

### Professional Development and training

**Outcome:** Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in personal professional development, eg. through on-the-job acquisition of expertise, formal training, and through professional activities, organisations and events.

## 5. ADDITIONAL DUTIES

Additional 'hands on' duties may occasionally include photography, art handling and packaging.

### APPROVALS AND REVISION

Written/revised by	Approved by	Approval date
Ruth Thompson Operations Manager	Julian Bickersteth CEO	31 May 2022

## KEY SELECTION CRITERIA

### Skills and knowledge

- Excellent communication skills in English, both written and verbal
- Strong administration skills, including recordkeeping, document production, team communications
- Strong problem-solving skills
- A high level of accuracy, numeracy and attention to detail
- Practical skills and ability to safely handle valuable or delicate objects with care
- High level computer skills including proficiency in MS Word, Excel, PowerPoint, Outlook, web and database applications
- Good working knowledge of Occupational Health and Safety practices in the workplace

### Personal attributes

- Accuracy and attention to detail
- Initiative and willingness to learn
- Ability to work cooperatively and effectively within a team environment
- Ability to work independently, set priorities, and manage time effectively
- Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic
- Warm, confident and resilient
- Strong commitment to client service
- Strong interest in and appreciation of the arts and heritage

### Experience

- Experience in an administrative and customer-focused role
- Working cooperatively and effectively in a team environment
- Experience in supporting and/or managing projects
- Demonstrated ability to build good client relationships
- A good understanding of the visual arts /heritage/conservation sector is desirable

### Qualifications/Essential requirements

- Training or work experience in a relevant area
- Drivers licence (essential)
- Australian citizenship or permanent residency