



POSITION DESCRIPTION

Job Title	Receptionist/ Administration officer
Reporting to	Arts Administration Coordinator
Hours	26 hours per week over 4 days, Tuesday –Friday 9am – 4:00pm
Location	Brighton, South Australia
Award	Social and Community Services Industry Award – Level 2

The position is reliant on the availability of ongoing funding and organisational Financial capacity

About Tutti

Our vision is that learning disabled and neurodivergent people seize their rightful place at the centre of arts and culture.

Our purpose is to shine the light on the astonishing art of learning disabled and neurodivergent people.

Tutti is a multi-arts organisation that believes in the talents of disabled creators who work with us across visual art, theatre, music, screen, dance, and technology.

The work we do is underpinned by the Social Model of Disability, Disability Justice, Disability Leadership and Disability Allyship.

Purpose

The Reception and Administration Officer is a key member of the Tutti Arts team, providing a welcoming, professional and accessible first point of contact for artists, participants, families, visitors, partners and stakeholders. As the central contact for enquiries and administrative support, the role is responsible for ensuring the smooth

day-to-day operation of the office, reception and organisational administration. As a reception-based position, the role requires an on-site presence to support staff, artists and visitors and maintain an effective and responsive front-of-house service.

Working closely with the Arts Administration Coordinator and teams across the organisation, the Reception and Administration Officer delivers high-quality administrative support across programs, projects and operations. Through effective communication, accurate record keeping and proactive coordination, the role contributes to an organised, inclusive and accessible environment that supports learning disabled and neurodivergent artists, staff and collaborators to thrive while helping achieve Tutti's strategic objectives

Key Responsibilities

1.Reception and Stakeholder Engagement

- Welcome and assist artists, participants, families, visitors, contractors and suppliers.
- Respond to enquiries via phone, email and other communication channels.
- Manage initial enquiries for Tutti programs, including recording opportunities, providing program information and quotations, and coordinating appropriate follow-up.
- Maintain a professional, accessible and inclusive reception environment.
- Direct enquiries appropriately and ensure timely follow-up.
- Record initial enquiries for and for Tutti programs

2. Administration and Office Coordination

- Maintain digital and physical filing systems and organisational records.
- Coordinate incoming and outgoing correspondence and deliveries.
- Manage office, kitchen and operational supplies.
- Coordinate routine building maintenance and liaise with contractors and suppliers.
- Support scheduling, meetings, agendas and minute-taking as required.

- Monitor and follow up routine weekly/monthly administration reports for finance & program coordinators

3. Program and Event Administration

- Provide administrative support to Tutti's programs.
- Assist with event administration including ticketing, invitations, registrations and RSVP management.
- Support participant record management and database administration.
- Monitor and prepare routine administrative reports and documentation.
- Occasional out of hours work may be required to support event delivery.

4. Organisational Support

- Maintain accurate records and administrative systems.
- Support organisational compliance, quality and continuous improvement processes.
- Contribute to a positive and collaborative workplace culture.
- Uphold Tutti's values, accessibility principles and commitment to disability justice.

5. Standard Workplace Requirements

All employees must:

- Conduct their duties in accordance with Tutti's Purpose, Vision and Values Statement.
- Contribute to the goals of the organisation as identified by Tutti's Strategic Plan.
- Comply with Tutti's conditions of employment, specifically the Code of Conduct, and Confidentiality Agreement, and other generally applicable policies and procedures.
- Complete compliance training requirements within the appropriate timeframe as directed from time to time
- Maintain personal physical and psychological wellbeing and fitness for work, recognising and responding to their wellbeing needs and seeking appropriate support where required to perform their duties safely, reliably and professionally.
- Actively participate in performance reviews, and mandatory training as required

- Maintain a satisfactory criminal screening check as required by Tutti
- Be willing to work reasonable additional hours to meet specific role requirements.
- Any other responsibilities in line with the classification of the role.
- The responsibilities of the Position Description may be altered in accordance with the changing requirements of the role.

7. Work Health and Safety

All employees must:

- Understand and follow workplace safety policy, procedure, and practice, identify hazards, and contribute to a safe working environment.
- Report to their line manager or a member of the senior team any identified potential risks.
- Complete hazard and incident reports as per procedure.
- Ensure all mandatory training is completed and up to date

8. Reporting Relationships and Key Stakeholders

Reports directly to the Arts Administration Coordinator. Will also work closely with the Executive Manager and the Senior Leadership team.

Reports

Academic Qualifications, Work Experience and Skills

<i>Essential</i>	<i>Desirable</i>
Education / qualifications • Intermediate to advanced skills in Microsoft Office 365, particularly Outlook, Word, Excel and Teams. • Currently hold or ability to obtain NDIS Worker Screening and Working with Children Check.	Education / qualifications • Business Administration qualification • Demonstrated experience in, or knowledge of, the functioning of community managed organisations • Current Drivers Licence
Experience • Previous work experience in and administrative and customer service role	Experience • NDIS. • Social Model of Disability. • Disability Justice and Disability Allyship principles

• Experience with computer operating systems, word processing software, databases and administration.	
Skills • Ability to communicate clearly, concisely and effectively, both verbally and in writing • Strong communication skills and the ability to build respectful, inclusive relationships with people with diverse learning needs • Ability to exercise discretion in dealing with sensitive information and issues; • Good attention to detail • Ability to multi-task • Ability to determine priorities and organise work to meet deadlines; • Ability to be flexible and adapt to changing situations and priorities; • Possess drive, initiative and enthusiasm.	

Employee Signature

Employer (authorised person)

Signature

Date