

Project Administrator: Customer relationships

Position Description

Indian Ink is one of New Zealand's most loved theatre companies. We create and tour original plays throughout Aotearoa and around the world to great critical acclaim. Over 25 years of business we have developed a loyal audience and committed group of funders and donors. We achieve excellence and we're warm, flexible and fun.

Description: In this role you will support our small but experienced team in their work building customer relationships and generating revenue for our professional theatre company.

You will provide the administrative support that enables them to build and maintain relationships with trusts, patrons, sponsors and ticket buyers. You will support with the preparation of funding applications, the writing of reports, assist with organising events and engagement activities. You will develop and maintain the systems and processes that enable this to be as efficient as possible.

With support and training from a specialist, you will be responsible for a project that better integrates our CRM into our systems and processes. You'll contribute to the system's design, be responsible for managing data, and be able to help other team members understand the system and integrate it into their daily activities.

Once our funding systems and processes are learnt, you'll make recommendations on efficiencies and implement any recommendations that are adopted.

This is a fixed term contract with a focus on providing administrative support during a busy time but also rolling out projects that will deliver efficiencies in a year's time.

Reporting to: General Manager

Direct reports: None

Hours: 40 hours per week (flexible hours & work from home options)

Term: Fixed term contract 6 September 2021 to 23 December 2022

Location: Our offices are in the CBD near the Auckland Town Hall

Salary: Range \$60K - \$62K per annum

Skills: Competent with Microsoft office suite. Excellent written and verbal communication. Broad understanding of business systems and processes and in particular data management. Experience with CRM systems would be an asset. Project and people management skills would be useful.

Attributes: Highly organised, accurate, enjoys detail and implementing things. Resilient, adaptable, enjoys learning and has a desire to work collaboratively with a small team of passionate arts professionals. An ability to 'manage up' so you can get what you need from a busy group of people is essential.

Experience: Ideally at least 5 years working in office environments. Experience working in small teams on projects would be valuable. An understanding of working in the not for personal profit sector is desirable but not essential. A love of the performing arts is a plus but not essential.

Key Performance Areas

AREA	Activity	Measures of Success
1 Administration	Maintain a schedule of fundraising activities (including applications and reporting) that the whole team understands.	Fundraising activities are well planned, timely and effective
	Support the preparation of funding applications and ensure they are submitted in a timely way.	High quality applications are lodged with less input required from the GM
	Gather data and support the preparation of funding reports and ensure they're submitted on time.	High quality reports are lodged with less input required from the GM
	Support patron management	Patrons report high levels of service from Indian Ink and Company Director is spending less time on this
	Support the delivery of fundraising and sponsor events, including invitations, venue bookings, catering and on-the-night delivery.	High quality events are delivered on time and in budget
	Filing of digital and hard copy documents.	All revenue generation materials are easily to find and accessible for all.
	Support direct sales including the production of collaterals required for fundraising and groups.	Collaterals are high quality and engaging, and are delivered on time and on budget
	Maintain information about the pipeline of future funding, including desktop research to identify potential funders and sponsors.	Information about leads, prospects and churn is easily accessed by the wider team
	Manage up to get what you need from the rest of the team.	Other team members deliver what you need in a timely way.

2	CRM	Contribute to design of CRM Integration project	Attend and contribute to planning sessions
		Implement redesign / set up in CRM as directed by the CRM specialist	CRM set up is completed according to the schedule agreed with the GM
		Administer new system	Data transferred to system in a timely and accurate way Data is maintained in a timely and accurate way
		Assist other members of the team to use the system effectively	Rest of the team is using CRM regularly and accurately
		Update, and access data, and prepare reports for other staff as required.	The system is always up-to-date and the team understands what's working and what's not.
3	Systems and processes	Learn Indian Ink's systems and processes	You understand and are able to implement systems and processes
		Contribute to continuous improvement of systems and processes	Identify and implement improvements to systems and processes that make our operations more effective
		Maintain systems and processes	Systems and processes are operated effectively
4	Contribution to Indian Ink	Make a positive contribution to the culture and reputation of Indian Ink. Be enthusiastic and collaborative	Calm, positive and constructive in the face of resistance or setbacks. Contributes to a highly effective and cohesive team.