

# ROYAL ACADEMY OF DANCE

## Regional Coordinator Queensland

<b>Job Title</b>	Regional Coordinator QLD
<b>Line Manager</b>	Regional Manager - QLD
<b>Head of Department</b>	Head of Department – Examinations and Regions
<b>Contract Type</b>	Permanent Part Time
<b>Working Hours</b>	22.5 Hours - Additional hours or variation of hours across standard
<b>Location</b>	Home based (QLD), or as otherwise directed

Due to an internal promotion, we are seeking an exceptional Regional Coordinator to join our team and support the administration and promotion of Royal Academy of Dance activities, exams and student events in QLD.

### About Us:

With over 13,000 members spread across 85 countries, the Royal Academy of Dance (RAD) is one of the largest and most influential dance education and training organisations in the world. Established in 1920, to improve standards and re-invigorate dance training initially within the UK, the Academy helps and encourages its teachers to perfect their teaching skills and pass on this knowledge to their students.

RAD Australia, established in 1935, is currently the largest RAD office outside of the UK with approx 1,500 members nationally servicing approximately 50,000 dance students each year. Every year more than 23,000 students take RAD exams nationally, and over 8,000 participate in our student events and courses. We have some 100 students studying annually on our Teacher Training programmes and offer a comprehensive Continuing Professional Development Programme.

### Our Vision:

To be a global leader of excellence in dance education, inspiring future generations of teachers and dancers.

### Our values:

We are;

- Creative Innovators
- Champions of Wellbeing
- Open to All
- Happy to Help
- Exceptional Together

### About the position;

The Regional Coordinator QLD is responsible for supporting the management, administration and promotion of Royal Academy of Dance activities, exams and student events in QLD. This role works closely with the Regional Manager QLD to ensure the successful delivery of a range of QLD activities and student events. This role also works with the RAD Head of Department – Examinations and Regions, Examinations Administrator and Regional Management team, as well as QLD Members and Regional Advisory Panel to support a high quality, consistent and valued service to members.

**Examinations:**

- Co-ordinate, schedule and administer examination tours including student notifications and examiner itineraries and booking and managing travel, accommodation and subsistence/salary as required.
- Data entry of examination registrations, results and timetables and processing of result enquiries.
- Print, pack and distribute results, certificates and medals following the conclusion of exam sessions.
- Maintain and update the RAD database relating to student and teacher records and archive examination documents as required.
- Organise examiner standardisations and feedback seminars.
- Undertake the role of examination attendant at Head Office, Sydney.
- Organise quotes and orders for specialist examination stationery including certificates and medals.
- Liaise with RAD stakeholders including examiners, Regional Managers, Examinations Attendants where required, pianists, teachers & student members of the RAD, and the general public.
- Assist the Examinations Coordinator, and Regional Managers where required.
- General office tasks and duties, including answering phones and other additional and reasonable duties which may arise in connection with RAD activities.

**Student Activities and Events:**

- Engage approved freelance teachers, pianists, course attendants, class assistants, volunteers, chaperones, and any other personnel as required.
- Assist with organising venues, staffing/volunteers.
- Identify and organise equipment and any catering requirements for student activities.
- Upload and maintain student activities on Try-booking or other event/ ticketing platform.
- Allocate students to groups/classes appropriate to their indicated level of learning.
- Assist with the staging and production needs of student activities.
- Act as point of contact for students, their parents/guardians, faculty and other personnel involved with the student activities.
- Provide itinerary and induction information for freelance faculty and other personnel.
- Assist with budget development and reconciliation as required.
- Contribute ideas for high quality, innovative and successful student activities with the aim of developing the RAD's overall student activity business and community reach.
- Collaborate with and support the National Marketing & Communications Manager to promote courses, activities and events to maximise participation.
- Ensure value, safety and enjoyment for participating students to bring repeat attendance.

**Regional Administration and Customer Service:**

- In conjunction with the Regional Manager QLD, attend and provide support for QLD Regional Advisory panel meetings either in person or via video conference.

- Provide customer service support to RAD teachers, members, students and other stakeholders with their general enquiries, responding in a timely fashion to matters arising.
- Liaise with regional and head office colleagues to promote RAD ethos and activity and to contribute towards the achievement of the organisational strategic objectives.

**About you:**

- Relevant qualifications or equivalent combination of training and experience in project coordination, event coordination, administration and customer service.
- Strong project management and time management skills including working to deadlines, planning and prioritising work, while attending to detail at all times.
- Excellent working knowledge of Microsoft Office (Word, Excel, PowerPoint), as well as booking or ticketing databases and CRMs.
- Excellent communication skills, both written and verbal.
- Demonstrated experience in managing business functions and cost centres. Ability to manage budgets and ensure delivery of activities and services in line with budget parameters, identify efficiencies and cost savings.
- Capacity to build and maintain good working relationships with a diverse range of people.
- Ability to solve and respond to day-to-day queries and escalate to seek advice and direction when required.
- Strong customer service skills and a commitment to a 'customer-first' approach.
- Ability to be flexible with working hours, particularly when delivering key events, work weekends on occasion and travel within QLD and interstate where required.
- Knowledge or experience of the performing arts and/or not-for-profit sector desirable.

**To be eligible for this position:**

- Applicants must have existing Australian work rights.
- Staff undertaking this role will be subject to relevant National Police Checks and QLD Working with Children Check.
- Willing to undergo and maintain Basic First Aid certification.