



About the RNZB

RNZB exists to enrich New Zealand communities and express who we are through ballet.

Since 1953 the Royal New Zealand Ballet (RNZB) has excited audiences and inspired communities across the length and breadth of New Zealand as well as internationally.

The company's repertoire includes 19th and 20th century classics as well as many commissioned works, including those by New Zealand choreographers and telling New Zealand stories. RNZB Education presents a lively and inclusive programme of community and education activities throughout New Zealand, including working in prisons.

The RNZB is funded through the Ministry for Culture and Heritage, Manatū Taonga, and through ticket sales, sponsorship, grants and personal donations. For more information please follow this link: [RNZB Strategic Plan 2025-2029.pdf*](#)

Job Description

Job Title:	Office and Education Administrator
Departments:	Administration and Education
Reports to:	Chief Financial Officer - Direct Report Education and Community Engagement (ECE) Manager for the Education tasks - Functional Report
Reports:	N/A
Key Internal Collaborators:	All departments
External stakeholders:	Contractors and suppliers
Contract Type and Hours:	Permanent – Fulltime
Location:	This role is based in the RNZB offices in Wellington.

Purpose:

To be a key face of the RNZB promoting it in a positive way, overseeing the efficient day to day operation of the office and being a welcoming first port of call to visitors and those contacting RNZB. Providing a high level of administrative support to all RNZB teams. Providing low level IT support and providing support for the RNZB health and safety programme.

To assist the Education and Community Engagement Manager with the delivery of the RNZB Education, and outreach programme. This includes to effectively and efficiently coordinate the subsidised transport arrangements for all low decile schools attending the RNZB School Matinee Performances nationwide.

Key Accountabilities:

1. RNZB Reception / Customer Service

- Provide a courteous, welcoming and efficient telephone, email and reception service for RNZB and its visitors.
- Monitor the intercom and remotely controlled building access, ensuring doors are opened only for authorised individuals and maintaining building security, including preventing tailgating.
- Manage incoming and outgoing mail and courier.
- Maintain a tidy, organised, and well-presented reception area.
- Administer studio hire enquiries and bookings, ensuring that hire agreements are in place for all hirers, that health and safety inductions are undertaken and the necessary information for studio hire invoices is provided to the finance team monthly.
- Manage tour group bookings and conduct tours including scheduling and liaison with relevant departments

2. Office Administration

- Ensure office administration functions efficiently, including filing, stationery supplies, archiving (internal and off-site), and general administrative support for RNZB teams.
- Oversee office facilities and equipment, including kitchen areas and consumables, general cleanliness, and coordinating maintenance or service calls for office equipment (photocopiers, franking machine, printers, and phones).
- Maintain and update internal office information, including monthly phone lists and company posters (e.g. first aiders).
- Manage RNZB car park reservations.
- Provide comprehensive meeting and event support, including calendar invites, room bookings, meeting setups, catering liaison, and conference calling or Zoom facilities as required.
- Provide touring and logistics support to the Marketing, Development, and Education departments, including travel, accommodation, and rental car bookings.
- Support the Company Manager with touring administration, including completion of statements of practice, data entry and maintenance within the tour management system, and reviewing group travel and accommodation bookings.
- Act as editor for the RNZB internal weekly newsletter.

3. Education tasks

- In consultation with the ECE Manager, develop and implement best practice methods and processes to deliver the activities and events such as the fully subsidised transport project and any special project e.g. Whanau Day.

- Assist the ECE Manager with communicating information about the RNZB programme to all relevant networks including schools and dance studios via e-newsletters, mailouts, emails, website updates and by phone.
- Set up and administer education programmes and classes in the Tessitura CRM system, including open classes, adult classes, Te Papa events and performances, and any other relevant education products, ensuring all listings are accurate, up to date and correctly configured.
- Record/manage bookings and enquiries related to education programmes and classes in Tessitura, providing a high standard of customer service to all enquirers and ensuring booking records are maintained accurately and in a timely manner.
- Act as first point of contact with all schools and make school performance ticket and transportation bookings according to the requirements of each school with particular consideration to the most efficient, cost-effective methods of transportation depending on size of group.
- Keep an accurate, clear record of all enquiries, confirmations, invoices, receipts and general correspondence from external organisations, and both schools and transportation providers.
- Provide written reports as requested on any of the Education, Community & Engagement programme including the fully subsidised transport project to the ECE Manager and Corporate Development Manager.
- Be aware of RNZB's health and safety obligations for RNZB Education activities and events and, in consultation with the ECE Manager, ensure that appropriate processes and systems are in place.
- Process orders of NCEA resources.

4. Building Maintenance, Contractors and Cleaning

- Liaise with Wellington City Council, RNZB suppliers, and contractors regarding building maintenance, ensuring RNZB offices and studios are efficiently operated and maintained to a consistently high standard.
- Administer the RNZB office/studios security system and issue access cards as requested by senior management, maintaining an accurate record of cards assigned to employees and contractors.
- Manage the day-to-day relationship with the cleaners, ensuring areas of concern are clearly communicated.

5. IT Support

- Maintain a database of laptop numbers, PCs and mobile phones issued to staff.
- Set up new users to ensure they have login details, email and server access etc. as requested by Manager, through external IT support.
- Provide low level support to staff on mobile phone, PC and laptop issues resolving if possible. Escalate issues to external IT support provider if necessary.
- Provide low-level IT training on RNZB systems to new users.
- Manage IT equipment orders, ensuring all staff have the correct ergonomic set up.

6. Health and Safety

- Provide effective and efficient administration of RNZB Health and Safety matters including the following:
 - Maintain and complete an annual review of the RNZB Business Continuity Plan (BCP) in conjunction with the Chief Finance Officer
 - Support the Executive Director and Chair of the Health and Safety Committee to ensure RNZB health and safety policies are reviewed and updated annually.
 - Undertake a thorough health and safety induction session with all new employees, guests and contractors with a key focus being emergency/evacuation procedures.
 - Administer RNZB Health and Safety Committee meetings ensuring they are held on a regular basis, sending agendas in advance and taking meeting minutes. Ensure appropriate follow-up is carried out through liaison with committee members and the Executive Director.
 - Ensure statutory training requirements (e.g., first aid training, emergency/ evacuation drills) are completed.
 - Administer and maintain RNZB use of the health & safety incident and accident reports.
 - Provide support to the Executive Director and Director of People and Culture in providing health and safety reporting to the Board and Audit and Risk Committee.
 - Organise yearly flu vaccinations for staff including expressions of interest, booking schedule, voucher distribution.

7. Other Duties

Any other duties to support the RNZB as required.

Essential Experience and Skills:

- Intermediate level knowledge of Microsoft office suite
- Experience with WordFly, Jotform, Google Forms and in using CRM systems for record keeping, list management and financial processing
- Minimum 2 years office administration experience
- IT savvy capable of providing low-level mobile phones, PC and laptop support
- Outstanding interpersonal skills with excellent communication
- Emotional Intelligence and able to build strong trusting relationships, connecting across the company
- Tidy and well organised
- Self-starter with a “can-do” attitude, able to work autonomously and anticipate the administrative needs of the company.

Preferred Skills:

- Experience in the area of health & safety administration
- A genuine interest in the arts/ballet.