

Production Coordinator – The Parks Theatre

DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Live Performance Award 2020
CLASSIFICATION / GRADE	Level 5

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for more than 170 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

Located at The Parks Theatre in Angle Park, the Production Coordinator is responsible for the coordination and booking allocation of the two theatres, galleries, dressing rooms and equipment for both internal and external use. The theatres are used primarily by local theatre companies, schools, corporate groups, community groups and the YMCA’s own programs. The role requires someone with an eye for detail, who enjoys helping performing arts organisations host and create successful events.

The position is a casual position with some weekend and evening work requirements (pending bookings), but the base weekly roster will be negotiated with the successful applicant to ensure both business objectives and work / life balance is achieved.

The Production Coordinator is required to work with a range of permanent and casual staff to meet the overall goals and objectives of the centre. The Coordinator will ensure all guests receive the highest possible level of service. This position also includes direct shift Front of House responsibilities as rostered.

Key Accountabilities	Key Tasks
Operations	<ul style="list-style-type: none"> • Responsible for the booking and calendar coordination of the Theatres • Coordination of the end-to-end process of facility bookings including but not limited to: <ul style="list-style-type: none"> ○ Initial booking enquiry, scheduling and availability ○ Quoting ○ Scoping meetings ○ Staff & Asset allocation (Technical, Front of House & Equipment) ○ Confirmation & Booking Hire Agreements ○ Housekeeping (cleaning) ○ Account & Records Management • Oversee the facility booking process for key YMCA programming including OOTS, OSHC and Youth Theatre • Ensure compliance and accountability to account management including deposits, payments, debt management, invoicing and reimbursements. • Ensure facility is setup and well presented for hire and program events including: <ul style="list-style-type: none"> ○ Staffing levels ○ Equipment provisions ○ Technical requirements as agreed and ○ Air temperature settings • Provide programming support the Youth Programs Coordinator and Manager Events & Performing Arts through the administration of: <ul style="list-style-type: none"> ○ Program Enrolment Forms ○ Youth Theatre Payments ○ Class Rolls & Sign in Sheets ○ Trybooking setup and Ticket Sales ○ Participant supervision (child safeguarding) • Understand and uphold The Parks Theatres behaviour management policy • Conduct monthly venue inspection for safety and maintenance • Provide excellent customer service, utilising strong communication and troubleshooting skills to assist managing all customer enquiries, requests and complaints. • Maintaining a constant vigilance in respect to security and safety of The Parks Theatre patrons and property, including checking emergency exits and venues for potential hazards or obstructions • Comply with the YMCA's procedures for safety, training, compliance and document control • Act as a Front of House staff member (including bar service) when required • Perform other duties as required and comply with reasonable directions
Work, Health & Safety (WHS)	<ul style="list-style-type: none"> • Promote a positive safety culture by contributing to health and safety consultation, communication, and action. • Immediately report (and where possible rectify) any issues / areas of risk that could compromise patron / staff safety.

	<ul style="list-style-type: none"> • Maintains currency of knowledge regarding WHS legislation and best practice. • Ensures organisational compliance with relevant WHS legislation and regulations, and compliance with related YMCA WHS and Incident policies, procedures, and work practices. • Provides strong and consistent leadership in the creation and maintenance of safe workplace environments across the facilities. • Consistently communicates that staff, volunteers, clients, and visitors are personally and collectively responsible for working and acting safely, including adhering to YMCA WH&S policies, procedures and practises. • Maintains current knowledge of facilities emergency evacuation plan and your role during emergency situations.
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Key Relationships

Position reports to:	<ul style="list-style-type: none"> • Manager Events & Performing Arts
Direct reports:	<ul style="list-style-type: none"> • Nil
Key internal relationships:	<ul style="list-style-type: none"> • Centre Manager – The Parks Recreation & Sports Centre • YMCA South Australia staff and volunteers • Theatre Technicians • Front of House Staff • Cleaners
Key external relationships:	<ul style="list-style-type: none"> • Office for Recreation Sport & Racing • City of Port Adelaide Enfield Council • Maintenance Contractors • Performing Arts Community Groups

Selection Criteria

Qualifications and Licences – Essential

- (HLTAID003) Provide First Aid.
- (HLTAID001) Provide CPR.
- National Criminal History Record Check (NCHRC) – Certificate must be within one (1) year from date of issue, otherwise must renew check prior to commencement.
- International police check (for applicants who have worked overseas in the last 5 years).
- Working with Children Check (WWCC) – Child Related Screening (prior to commencement).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- (SITHFAB02) Provide responsible service of alcohol

Knowledge, Skills, Abilities and Experience – Essential

- Experience in Musical Theatre, Dance or related discipline
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission and Goals.
- Excellent interpersonal skills and highly developed communication skills.
- Assigns clear accountability and ensures continuous improvement.
- Research and investigation skills.
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.
- Ability to maximise participation and financial return to the YMCA.
- Fosters a learning environment embracing diverse abilities and approaches.
- Ability to problem solve and create solutions.
- Experience in management of boutique wellness service offerings.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission, and is able to role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect and responsibility
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

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- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.

- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	September 2025
Approved by:	Craig Hortin Head of Sport & Recreation

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	