

Melbourne Symphony Orchestra

POSITION DESCRIPTION

Job Title	Operations Coordinator	Date	March 2025
Department	Artistic	Reports to:	Head of Operations
Location	MSO office, Melbourne	Role Status:	Full time permanent

1. POSITION PURPOSE

The Operations Coordinator plays a key role in delivery of MSO artistic activity. They act as a key liaison between programming, commercial and operations teams, ensuring efficient and timely flow of information, with a particular focus on schedules and ArtsVision. They will be the day-to-day contact for venue bookings, working with the Head of Operations and backfilling rehearsal and performance calls for the Artistic Operations department.

2. MSO VALUES and GUIDING PRINCIPLES

VALUES

Innovation, Collaboration, Respect, Diversity

GUIDING PRINCIPLES

We listen to each other, and we listen to our audiences. We continuously tune into building connections that bring joy and validation.

We create welcoming experiences that showcase the beauty and wonder of artistic craft. Innovate performances that elevate the moment and endure in the spirit.

We unite our individual strengths and celebrate our unifying love of music, fostering understanding and belonging.

3. DIMENSIONS and WORKING RELATIONSHIPS

Reports to	Head of Operations
Direct reports	None
Direct Working Relationships	<ul style="list-style-type: none">▪ All members of the artistic department▪ MSO administrative staff as required▪ MSO musicians & artists▪ External venue staff & providers

Melbourne Symphony Orchestra

4. MAJOR RESPONSIBILITY AREAS

The main areas of responsibility include:

- Overall responsibility for building and updating the MSO season in ArtsVision to generate rosters and schedules
- Provide ArtsVision support to members of the MSO admin team and act as internal champion for its use
- Ensure that venues are booked for all MSO artistic activity in a timely and efficient manner
- Coordinate travel and accommodation bookings for regional performances and touring
- Assist members of the Artistic Department to support rehearsals and performances as required
- Provide administrative support to senior managers within the Artistic Department as required.

5. KEY RESULT AREA	MAJOR ACTIVITIES
Building & maintenance of the MSO schedule	<ul style="list-style-type: none"> • Build and maintain the annual schedule of artistic activity in ArtsVision, producing relevant schedule documents as required • Preparation and distribution of the MSO Weekly Schedule • Participate in the MSO season planning process, including musician season consultation.
ArtsVision	<ul style="list-style-type: none"> • Act as the key liaison between MSO staff and ArtsVision support • Champion the effective usage of ArtsVision throughout the organisation, seeking to optimise ArtsVision capability • Administrate user access and provide basic ArtsVision training to administrative staff.
Venue bookings	<ul style="list-style-type: none"> • Act as the central point of contact for all artistic venue bookings for the company - coordinating the process and all internal enquiries and external communications, with support from the Head of Operations • Ensure all relevant staff members are aware of venue booking deadlines and ensure that planning adheres to venue agreements.
Touring administration	<ul style="list-style-type: none"> • Liaison between external touring stakeholders and members of the MSO Artistic Department as required • Coordination of accommodation requirements, transportation, and scheduling for regional touring • Tour management as required for regional touring • Schedule management in Master Tour, including the development of complete touring schedules which capture and communicate all the stakeholder movements of the traveling party • Carry out other duties as directed by the Head of Operations.
Occupational Health & Safety	<ul style="list-style-type: none"> • Work with management and other team members to ensure that all occupational health and safety (OH&S) risks are minimised through awareness and application of safe working practices • In conjunction with the Production Manager, attend site meetings for new venues and assess suitability
Other	<ul style="list-style-type: none"> • Be willing to stand in for and support other operations and artistic staff • Demonstrate a commitment to MSO Values (Respectful, Collaborative, Innovative and Diverse) • Ability to undertake local and international touring is a requirement of the position • Carry out any other associated duties as reasonably requested.

Melbourne Symphony Orchestra

6. DECISION MAKING AUTHORITY

The position holder works under the general direction of the Head of Operations

7. ESSENTIAL CRITERIA

- Knowledge of orchestral repertoire and performance practices
- Demonstrable experience in a events or coordination role
- Experience working in an arts administration or operational environment
- Well-developed written, verbal, and interpersonal communication skills
- Highly developed skills in word processing and database software
- Demonstrated ability to work under pressure to achieve deadlines
- Experience within a performing arts environment, either as a performer or administrator.

8. DESIRABLE CRITERIA

- Demonstrated experience in an orchestral environment
- Demonstrated experience coordinating large numbers of people
- Experience with ArtsVision or similar database software
- An appreciation or interest in the arts/classical music
- Demonstrated experience in orchestral production
- Demonstrated experience in project management.

9. PERSONAL CHARACTERISTICS

- Pragmatic and logical approach with excellent organisational skills
- Ability to form and sustain effective relationships with key stakeholders
- Well-developed communication skills with excellent interpersonal skills, demonstrating the ability to work pleasantly and professionally with a broad range of people
- High degree of attention to detail
- Able to achieve outcomes with minimal direct management
- Ability to work autonomously and within a team as required
- Display initiative and drive to self-motivate and at times, motivate others

10. POSITION DESCRIPTION MAINTENANCE

Date of last review:	March 2025
Conducted By:	Callum Moncrieff
Date for next review:	December 2025