


# YOUNG PEOPLE WORK

GET THEIR SIDE OF THE STORY.



**ARTSREADY**  
EDUCATION & EMPLOYMENT





**IT'S TIME TO  
THINK  
CREATIVELY  
ABOUT YOUNG  
PEOPLE**



**YOU JUST  
WANT SOMEONE  
WHO'S KEEN &  
INTERESTED IN  
YOUR BUSINESS.**

**I JUST WANT  
A CHANCE TO  
PROVE MYSELF.**

*- Jessica 17*

*You choose the  
young person.*

**2**

**YOU REALLY  
NEED SOME  
EXTRA SUPPORT  
FOR YOUR TEAM.**

**I WANT  
INDUSTRY  
EXPERIENCE  
BEFORE I  
DECIDE ON MY  
CAREER.**

*- Daniel 19*

*You get the right education  
for your young person.*

**4**

**YOU GET  
THE ENERGY,  
ENTHUSIASM,  
INNOVATION  
AND CREATIVE  
THINKING THAT  
COMES WITH A  
YOUNG PERSON.**



**I LEARN  
BETTER ON  
THE JOB  
THAN IN THE  
CLASSROOM.**

*- Emma 17*

*You get to shape your  
future workforce.*

**6**

**YOU GET A  
WORKFORCE  
SOLUTION  
THAT MAKES  
SENSE.**

**I WANT TO  
LEARN FROM  
PEOPLE WHO  
KNOW WHAT  
THEY ARE  
DOING.**

*- Jack 19*

*You have a cost-effective  
staffing solution.*

**8**

**YOU CHOOSE  
WHAT'S  
IMPORTANT  
TO YOUR  
BUSINESS.**

**I GOT THE JOB.  
IT'S ALL I EVER  
WANTED.**

*- Laura 17*

*Call ArtsReady now.  
State contacts are listed  
on the back cover.*

**10**

# OUR STORY IS SIMPLE

***YOUNG PEOPLE WORK.  
TRAINEESHIPS WORK.***

**WE WANT TO GIVE  
YOUNG PEOPLE THEIR  
FIRST CHANCE AT A JOB.**

- *We take care of all the recruitment.*
- *We manage their pay, super, WorkCover and annual leave.*
- *We contract the young person to you for a fixed term.*
- *We support you every step of the way.*
- *We're a partner you can trust.*

# YOUNG PEOPLE CAN WORK FOR YOU

## IT ASSISTANT

### TASKS

- Assist with company website as directed.
- Computer hardware problem solving and repairs.
- Conduct regular maintenance and installation of computer hardware such as company PCs, Notebooks and Netbooks.
- General Information Technology Help Desk Duties as directed.
- General network maintenance as directed.
- General server maintenance/repairs as directed.
- Maintain and Oversee Printer usage.
- Maintain and oversee specific network infrastructure, i.e. network switching, network appliances etc.
- Specific manager assistance/software training as directed.
- Assisting in the storage and archiving of equipment in the IT office.

## EVENTS ASSISTANT

### TASKS

- Dealing with all customers in an effective manner in line with the company protocols.
- Ensuring customers requiring specialist advice are referred to appropriate team members.
- Following basic daily operational procedures.
- Liaising with various community committees and providing quality customer service to external and internal customers.
- Providing administrative support to the Arts, Events and Tourism team.
- Providing support in the set-up and pack-up of events on site as required.
- Understanding the relevant technology, procedures and processes used within the unit.
- Maintain our online promotional image library.
- Collate audience and event data and report against Key Performance Indicators.
- Undertake specific market and audience research.

## MARKETING ASSISTANT TRAINEE

### TASKS

- Assist in the auditing of internet bookings.
- Conduct credit card transactions.
- Ensure that cut off times for selling tickets to off line venues are clearly communicated and actioned.
- Manage customer satisfaction.
- Provide ticketing administration, ushering duties and front of house events support.
- Re-direct problematic or escalated calls to Team Leader on duty.
- To answer and take ownership of customer inquiries and ensure delivery of superior service, by providing detailed information of our businesses events, venues and clients.
- To effectively use up selling and cross selling techniques as part of the inquiry and booking process.
- To provide a Help Desk Service to internal and external clients for our company's range of products.
- Use standard spiels and conform to all scripting in the inquiry and booking process.

## ADMINISTRATION ASSISTANT

### TASKS

- Assist in the maintenance of the company database and statistics.
- Strictly observe procedures for all filing systems, record keeping and archiving of our documents both electronic and hardcopy.
- Assist in maintaining an up-to-date internal contact database and membership register, and administer correspondence and communications with customers and members as required.
- Using your outstanding computer skills and attention to detail to complete data entry, archiving and research tasks.
- Execute the delivery of data records in to the CRM.
- Ensure the effectiveness and efficiency of the company CRM database and data accuracy.
- Support the future system development of the company CRM database.
- Generate exclusive and informative communications for the company's campaign databases.
- Work closely with Digital Content Producer and Video & Digital Media Coordinator to maximise data acquisition through online sources.
- Implement strategies to utilise existing third parties such as sponsors and community programs to enhance existing database.

*The tasks displayed above are taken from current ArtsReady trainee job descriptions*



**ARTSREADY**  
EDUCATION & EMPLOYMENT

# IT'S UP TO YOU TO CONTINUE THE STORY

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