



## **ADMINISTRATION OFFICER POSITION DESCRIPTION**

### **POSITION IDENTIFICATION**

<b>Position:</b>	Administration Officer
<b>Employer:</b>	Trentham Neighbourhood Centre Inc.
<b>Reports to:</b>	Manager
<b>Location:</b>	Trentham Neighbourhood Centre, 56 High Street, Trentham
<b>Hours:</b>	20 hours per week
<b>Conditions:</b>	In accordance with the Neighbourhood Houses and Adult Community EPSE/PACCT Level 4, Remuneration will be according to the Adult and Community Education Award (PACCT) and NHACE Collective Agreement 2018, plus gazetted Superannuation.
<b>Duration:</b>	Permanent, part-time

### **Additional Conditions**

A satisfactory Police Check and Working with Children check are required.

### **Position Context**

The Trentham Neighbourhood Centre (the TNC) is an incorporated, not-for-profit association. We offer a broad range of classes, community events and support services to our local area and endeavour to respond to the needs of our community. We pride ourselves on being a happy, welcoming and vibrant centre – a place where anyone can come to share friendship, knowledge and skills.

A Committee of Governance made up of local volunteers governs the Centre and as such sets the strategic goals and direction. Currently there are two permanent part-time staff members (the Manager and the Administration Officer) and one casual employee (Customer Service Officer). Additional support is provided by volunteers. The TNC receives funding from the Victorian Department of Families, Fairness and Housing (DFFH) via the Neighbourhood House Coordination Program. We also generate income through fee for service courses, venue hire and community fundraising.

The TNC is a child safe environment. Our staff are committed to protecting children from abuse or harm in our environment, in accordance with our legal obligations including child safe standards.

## **Purpose**

The Administration Officer is responsible for all administration tasks pertaining to the effective running of the TNC program as well as providing customer service. This is a front of house role and the Administration Officer will generally be the first point of contact for people coming into the Centre including students, tutors, room hirers and the general public.

The position of Administration Officer is a responsible position and the occupant will be expected to be able to work effectively with limited supervision and be responsible and accountable for their own work within prescribed limits. There will be occasions when the Administration Officer will be required to work on their own.

## **Accountability, Authority and Decision Making**

### **Reporting Relationships**

The Administration Officer reports directly to the Manager.

### **Extent of Authority:**

The Administration Officer will have delegated authority to manage the daily operations of the reception area of the Centre in accordance with established procedures and policies. On occasion the Administration Officer may also be required to supervise and direct the tasks of customer service staff, volunteers, and placement students

## **Key Functions and Responsibilities**

### **1. Reception**

- Welcome students, staff, volunteers, participants, and visitors to the office in a warm and professional manner and provide resources and information as appropriate.
- Respond to all enquiries - incoming telephone calls, general email and visitors to reception - in a timely, courteous, and efficient manner.
- Provide general information, accept enrolments, and take bookings and payments for classes and venue hire following established procedures.
- Assist members of the public with the use of computers, photocopying/printing and laminating as required.

### **2. Program and Office Administration**

- Support the coordination of TNC programs, manage student enrolments, records, and waiting lists. This will include tasks such as creating classes and events listings with booking links on the TNC website, booking clients into programs/events, and sending notifications such as reminders and course changes.
- Maintain, and where necessary assist with the development of administrative records, office systems and procedures that encourage sustainable practices and office efficiencies.
- Maintain and develop forms and templates for internal use as required.
- Manage venue hire bookings, including maintaining the bookings calendar, providing information on the booking process, conditions of hire, invoicing and receiving payments and familiarising hirers with how to access the building out of office hours and how to operate the audio-visual equipment.
- Update the organisation's contacts, databases and mailing lists including Memberships, calendar, accurate class lists and MYOB.
- Ensure all data entry required for any reporting related to TNC's funding is kept up to date.
- Assist Manager with any other administrative tasks as requested.

### **3. Marketing & Communication**

- Develop, design and print the TNC program in consultation with the Manager.
- Assist in the creation and updating of flyers, brochures and posters.
- Assist with the promotion and dissemination of TNC's programs and activities including liaising with the post office for the delivery of the term brochure, posting flyers on our noticeboards and around town, updating Facebook and preparing regular Mailchimp campaigns.

### **4. Financial Administration**

- Collect, record and follow-up student fees, venue hire and other payments.
- Using MYOB to create invoices, apply payments, issue receipts and reconcile electronic payments and bank deposits.
- Prepare fortnightly payroll and associated payments (PAYG, Superannuation, Workcover).
- Make cash deposits at the Bank.

### **5. Centre Environment and Equipment**

- Organise and assist with set up and pack down of equipment and furniture for classes and tidying arrangements of all rooms and kitchen as necessary.
- Monitor stationary and paper supplies.
- Ensure the venue and all equipment is well maintained and report any issues to the Manager.
- Ensure new tutors and venue hirers understand how to access and secure the building and expectations of leaving spaces clean and tidy after use are communicated.
- Assist in teaching staff, the public and volunteers in the use of the photocopier and office procedures as necessary.
- Update notice boards/displays and ensure the general presentation of the Centre is welcoming and comfortable.
- Book annual cleaning/maintenance jobs (e.g. carpet cleaning).

### **6. General**

- Participate in staff meetings and professional development opportunities as required.
- Be willing to organise, assist and participate in occasional out-of-hours TNC functions and fundraising events.
- Provide support and back up to the Manager as required.
- Ensure important information related to the smooth operation of the Centre is communicated to the Manager and to other relevant staff i.e., incidents, complaints, tutors' communications.
- Assist with Youth Group if necessary and by negotiation with the Manager.

## **Key Selection Criteria**

### **Essential**

1. Proven experience working in administration with demonstrated efficiency, flexibility, and accuracy.

2. Demonstrated ability to work professionally both independently and in a team, in a busy office environment, managing multiple tasks within timeframes.

3. Demonstrated excellent computer skills (Microsoft Office Suite, MYOB, Wix) together with an ability to learn and adapt to new software and technology.

4. Proven excellent communication skills, both written and verbal, including the ability to work effectively with a range of people.

### **Desirable**

- Wix and social media experience is highly desirable.
- Understanding of Neighbourhood Houses, their role and activities and a willingness to commit to the principles of the sector.
- Experience in and/or demonstrated understanding of community development programs

- Current First Aid Certificate

## **Additional Information**

The position is for 20 hours per week – days and times are negotiable within the parameters of the operational requirements of the TNC. Extra hours may be required when other staff are on leave or during events and particularly busy periods – a degree of flexibility and availability will be required

All staff are expected to abide by all TNC policies and procedures.

The position is subject to a three month probationary period.

## **Application Process**

Please address your application to the Manager, Richard Goodman.

General queries can be made during TNC business hours (Monday – Thursday, 9.30am – 4pm) on 03 54241354.

- In a separate document you must address each of the four essential Key Selection Criteria listed in the job description giving examples from your previous work experience. Applications not fully addressing the Key Selection Criteria will not be considered or contacted.
- Attach a current resume, cover letter and your statement against the selection criteria.
- Submit your full application by email to: [manager@trenthamnc.org.au](mailto:manager@trenthamnc.org.au)
- Applications close: **Tuesday 5 December at 11.59pm**