

POSITION DESCRIPTION: Administration Officer

TENURE: 2 year position – Part-time

HOURS: 30 hours per fortnight over a minimum of six days

CLASSIFICATION: Neighbourhood House and Adult Community Education Centres (NHACE) Collective Agreement 2024, Neighbourhood House Employee, SCHADS Award Level 2

CONDITIONS: As per the NHACE Collective Agreement 2024

PROBATION: Three month probation period

ORGANISATIONAL CONTEXT

The Geelong West Neighbourhood House (GWNH) is an incorporated association, which serves the Geelong West and surrounding areas. The GWNH was established in 2009, driven by a groundswell of community support. In 2019 the House received Government funding and a paid Coordinator was employed. The GWNH is funded by the Department of Families, Fairness and Housing (DFFH) to deliver the Neighbourhood House Coordination Program (NHCP).

At the Geelong West Neighbourhood House people come to connect, learn and contribute to their community through social, recreational, educational and support activities. A range of community development and lifelong learning activities are delivered to our communities each week. Our organisation is part of a wider Neighbourhood House sector with 24 Houses in the region, supported by our local network, Neighbourhood Houses Barwon (NHBarwon). There are over 400 Houses in Victoria and the peak for our sector is Neighbourhood Houses Victoria (NH Vic).

Mission & Vision

Celebrating Diversity - Building Community

We enrich, empower and connect our community by:

- Providing a welcoming learning community
- Fostering a sense of belonging
- Building strengths and capabilities
- Developing partnerships
- Advocating and resourcing

Our Strategic Aims

Promote, Grow and Sustain

Our Community Development Strategic Aims

1. **To connect** to community
2. **To foster** community connectedness
3. **To develop** community, business and government partnerships
4. **To support** community initiatives
5. **To enrich** the lives of the community
6. **To model** community Leadership

THE ROLE

Purpose of the role

To provide administrative and operational support for the provision of classes, workshops and a range of community development projects and activities that lead to community strengthening outcomes.

Role overview

The Administrative Officer is responsible for the day-to-day operations of the Neighbourhood House. The position requires a commitment to community development practices, social justice and diversity, including an ability to work with a range of people in appropriate, inclusive and innovative ways. This role supports the GWNH Manager and the Committee of Management and may include some supervision of volunteers. This role reports to the Manager who will provide support, coaching and performance assessment.

Key position responsibilities

The Administration Officer has the following key functions:

1. Support everyday, operational matters at the Centre.
2. Liaise with staff, tutors, participants, contractors, hall hirers and volunteers.
3. Maintain the look and feel, amenities and facilities of the House.
4. Provide operational and administrative support to the Manager as required.

SPECIFIC RESPONSIBILITIES

Administration

- Contribute to the development of efficient and effective organizational processes, procedures and policy
- Complete all administration relevant to the role.
- Undertake the general office duties, including answering enquiries, processing payments, setting timetables, reconciling grant funding.
- Provide excellent customer service and communicate with other House staff, tutors, participants and volunteers to maintain a harmonious and effective working environment.
- Forward relevant and pertinent information to GWNH team members and Committee.
- Ensure the implementation of policies and procedures of the organisation, particularly of OHS and confidentiality.

Compliance and Risk Management

- Ensure compliance with all funding, service agreements, legislative requirements and policies and procedures relevant to the House operations and the operation of auspice groups.
- Ensure that the day-to-day record keeping systems and documentation are effective and that all vital documents are preserved and maintained in accordance with legislative requirements and GWNH policies and procedures.

Growth and development

- Where required, gather and submit data to ensure grants are adequately acquitted.
- Make recommendations to the Manager on how to increase revenue and/or decrease expenditure in the program budget, to ensure the financial outcome of programs is sustainable to GWNH as an organisation.

Marketing

- Contribute to an annual marketing strategy using a range of media and approaches.
- Promote GWNH as a local, supportive, community facility and promote community involvement in sustainable community-based activities.
- Contribute to the development and dissemination of a quarterly Newsletter.

People and Culture

- Support relevant volunteer workforce including recruitment, induction and ongoing support and mentoring.
- Maintain and build on relationships with internal and external stakeholders
- Contribute to a safe and healthy work environment, including commitment to equal opportunity and a workplace free from discrimination and harassment.
- Organise staff and volunteer training needs as directed

Facilities and Equipment

- Ensure facilities are maintained in a clean, secure and safe way.
- Plan and oversee regular maintenance and equipment needs of the facilities including building and grounds and supply of consumables.

Reporting and accountability

- Contribute to a monthly report on organisational activities and submit on or before due dates.
- Keep the Manager informed of relevant information to enable them to meet their duty of care, compliance obligations and strategic planning role.
- Support planning for the AGM and any delegated responsibility regarding an incorporated association, including preparation and submission of the GWNH Annual Report.

Liaison

- The Administration Officer liaises with:
 - Cleaning Contractors
 - Bookkeeper
 - Tutors
 - Hall hirers
 - Students
 - Volunteers
 - Participants
- External Liaisons in this role include:
 - City of Greater Geelong
 - Department of Families, Fairness and Housing (DFFH)
 - Neighbourhood Houses Barwon (NHB)
 - Neighbourhood Houses Victoria (NHVic)
 - Volunteering Geelong

KEY SELECTION CRITERIA: qualifications/experience/personal attributes

1. Organisational Skills

- Ability to effectively plan and organise one's time to: achieve goals, prioritise tasks, and allocate time and resources accordingly to ensure completion; to manage multiple tasks and organise time accordingly and to make use of resources available to assist in achieving these goals.
- Demonstrated administrative, organisational, clerical skills.

2. Interpersonal skills

- Good interpersonal and communication skills, including the ability to build positive relationships, negotiate effectively and work through issues with staff, program participants, and other stakeholders.

- Commitment to diversity, including the ability to work with a range of people in appropriate, inclusive, and innovative ways.

3. Team skills

- Demonstrated ability to work effectively in a team environment, work cooperatively with others, and be part of a team.
- An understanding of the nature of the co-operative relationship with a volunteer, community-based Committee and as a member of a team with other paid/unpaid workers.

4. Personal Qualities

- Initiative - proactive and self-starting; seizes opportunities and acts upon them.
- Teamwork - works well with others in the pursuit of team goals; collaborates and shares information.

5. General Requirements

- Certificate IV in office administration or equivalent or demonstrated skills and experience in an administration role.
- A commitment to and understanding of the philosophy and principles of the Neighbourhood House Sector in Victoria, as well as to the Vision and Mission, aims and objectives of the House.
- Effective written and oral communication skills with proficiency in Word, Excel, email, and the internet as a minimum.
- Willingness to undergo Working with Children Check and Police Check.
- Relevant experience in a community-based setting.
- Understanding of the operation of the not for profit, community-based sector with a capacity to work effectively in a values-based organisation.
- Experience in the support of volunteers and program operators, preferably in a neighbourhood house or similar community-based setting.

6. Desirable skills and qualities:

- Qualifications and/or experience in marketing including print and social media.
- Knowledge and interest in IT, software, and the web.
- Current driver's licence and access to a motor vehicle.