



POSITION DESCRIPTION

Position Title: Office Administrator (Mackie Rd)

Position Title:	Office Administrator
Terms and Conditions:	Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 Permanent Part-time
Hours/week:	13 hrs/week (school terms only) with a half hour lunch break
Days and Times	Wednesdays and Thursdays; 9.15am - 4.15pm
Classification Level:	NHACE 2016 Agreement Schedule 3B, Class 1, Level 3, 1st Year
Current Hourly Rate:	\$34.04
Superannuation:	10.5%
Annual Leave:	4 weeks per annum, pro rata
Reporting to:	Coordinator
Direct reports:	Volunteers
Liases with Internally:	Staff, Volunteers, House Participants, User Groups, Library staff and users, General Public
Liases with Externally:	City of Monash Community organisations and members Other stakeholders
Location:	Mackie Rd Neighbourhood House, 36-42 Mackie Road, Mulgrave 3170 May also be required to work at Kerrie Rd Neighbourhood House, Glen Waverley as directed by the Coordinator.

Operational Context:

Kerrie Neighbourhood House Inc. (KNH) is a small, not for profit, community based and governed organisation operating two Neighbourhood Houses in the City of Monash: Kerrie Rd Neighbourhood House in Glen Waverley and Mackie Rd Neighbourhood House in Mulgrave.

Kerrie Rd Neighbourhood House (KRNH) opened in 1977 while Mackie Rd Neighbourhood House was established late July 2017 as part of a two-year Neighbourhood House Revitalisation Project.

VISION

To be an active part of, and enrich, our local community.

MISSION

To enrich our community by developing social connectedness, promoting healthy lifestyles and by providing opportunities for lifelong learning, recreation and support within an inclusive, safe and welcoming environment.

Position Summary:

The Office Administrator will work under the direction of the Coordinator and be the first point of contact for people visiting or calling Mackie Rd Neighbourhood House.

Key responsibilities include:

- Providing a warm, friendly welcome to all people visiting the House
- Answering telephone calls and handling course and other enquiries professionally (in person, and over the phone and email)
- Liaising with tutors, group leaders, volunteers and participants
- Developing and maintaining program and operational material using MS Office and desktop publishing applications
- Designing visual materials using Canva
- Creating social media posts (Facebook, Instagram) professionally, creatively and efficiently
- Ensuring that the House is well presented (clean and tidy), classrooms are set up appropriately for courses/activities, noticeboards are up to date and any maintenance issues are lodged and followed up with Council in a timely manner
- Positively promoting the activities of the House
- Ensuring a smooth process from enquiry through to enrolment and course commencement for all House participants
- Managing student enrolments including waiting lists, expressions of interest, class numbers, re-enrolment emails, tutor attendance sheets etc, to achieve full classes
- Handling room hire enquiries
- Ensuring the website is up-to-date and making minor edits to the Website (Wordpress) each term e.g. uploading term program
- Processing enrolments and payments (cash, credit card, EFTPOS etc.) and checking end of day ledger
- Completing other administrative tasks (e.g. tutor attendance sheets, term programs and course flyers etc.)
- Collating and recording course statistics as directed by the Coordinator
- Assisting in the preparation of the Annual Report and AGM
- Maintaining accurate records
- Developing, implementing and reviewing administrative processes and systems
- Ordering supplies with approval from the Coordinator
- Reporting any OH&S issues to the Coordinator
- Maintaining confidentiality on all issues relating to the organisation, fellow colleagues and House participants
- Ensuring a safe environment for children
- Liaising with external community groups and other stakeholders in a professional and courteous manner
- Ensuring the security of the facility and its contents
- Recording minutes of meetings as required
- Attending annual Open Day events, and occasional weekend/ holiday activities (if available)
- Performing other duties as directed by the Coordinator

Selection Criteria:

Essential:	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to engage with people of all ages and backgrounds • Professional and friendly telephone and email manner • High level knowledge of and skill using email, Canva, MS Office and desktop publishing applications • Ability to work unsupervised and display initiative • Excellent organisational skills • Experience working in a busy environment
Desirable:	<ul style="list-style-type: none"> • Office administration (or other appropriate) qualifications • Experience in Neighbourhood Houses/ the community sector/ community development • Use of Social Planet or a similar customer database management system • Experience editing/adding content on a Wordpress website