

## Position Statement Including Selection Criteria

### 1. General Information

<b>Position Title:</b>	Administration Officer
<b>Award:</b>	Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016
<b>Position Grade:</b>	SCHADS Level 2
<b>Reporting To:</b>	CCC Manager and Assistant Manager
<b>Work with:</b>	CCC team members SCCC team members
<b>Supervises:</b>	-
<b>Work Hours:</b>	15 hours a week Monday - Friday, 9:15am-12:15pm Flexibility may be required to meet staff & program needs.
<b>Tenure:</b>	Casual - temporary (including 1-month probation period) 3 months

### 2. Context

Cheltenham Community Centre (CCC) is a significant focus of community strengthening in the southern metropolitan region of Melbourne through its provision of childcare, educational, vocational and social programs for the local community. As one of 400 Neighbourhood Houses across Victoria, CCC is committed to the principles of Community Ownership, Community Participation, Empowerment, Access and Equity, Life-long Learning, Inclusion, Networking, Advocacy, Self-help and Social Action.

CCC operates as an incorporated, not for profit organisation with over 500 members/participants from a wide cross section of the local community. CCC employs over 25 staff and has a turnover of around \$1M per annum but a significant proportion of the organisation's capability and output is derived from the contribution made by many of its members on a voluntary basis.

CCC is involved in six main program areas – Childcare Services, English as an Additional Language (EAL) and Literacy Training, Holiday Activities, CCC Bolts Netball Club, Community lunch program, and a series of community programs including health and wellbeing programs.

CCC's revenue base includes grant funding from the Council for Adult, Community and Further Education (ACFE), Melbourne Polytechnic (MP), Department of Families, Fairness and Housing (DFFH), and Kingston City Council along with fee revenue/cost recoup from its client/member base.

Having celebrated the 35<sup>th</sup> anniversary of its inception and creation by members of the Cheltenham Church of Christ (now Southern Community Church of Christ), CCC maintains its strong link with the Church via its sharing of facilities and commitment to community strengthening and participation.

### 3. Role Overview

Reporting to the Manager and Assistant Manager, the administration officer's responsibilities are varied and require a well-rounded skill set in all areas of administration, interpersonal skills and customer relations.

The Administration Officer will assist the Manager and Assistant Manager with administration, organisation, meetings, bookings, and general day to day functioning required for CCC programming and operations.

#### 4. Key Accountabilities

The key responsibilities of the Administration Officer are:

##### Administration

1. General administration tasks such as producing word documents, excel spreadsheets, canva graphics, flyers, trybooking links, website updates, photocopying, scanning, and filing.
2. Coordinate and set up meeting links, calendar bookings, and distributing relevant meeting documents.
3. Taking meeting minutes (maintaining strict confidentiality), and distributing minutes within 2 days of a meeting.
4. Communications on behalf of the Managers either via email, phone, or in person (mainly on-site at CCC).
5. Assist Managers with administration tasks relating to meeting actions or other actions to assist with them performing their respective roles.

##### Organisational

6. Assisting with tidying, organising, labelling, sorting office and programming spaces.
7. Conduct, collate, collect, investigate data or research that Managers may require.
8. Set up program spaces with chairs, tables, zoom camera and laptop as required.

##### Customer Service

9. Provide basic, but high quality, customer service as a lunch cover for customer service staff, or longer periods of time when required.

#### 5. Working Relationships

Who	Purpose
CCC Manager and Assistant Manager	Line management reporting relationship, daily liaison regarding administration and tasks required.
CCC team	Peer Relationship - daily interaction, and liaison for relevant administration tasks. Maybe directed by team members as authorised by Managers.
CCC Members/Participants (including students)	Provision of customer service, authoritative advice and assistance with CCC programs.
Southern Community Church of Christ (SCCC)	Partnership relationship regarding provision of customer service, and internal communications with SCCC staff.

#### 6. Key Selection Criteria

- **Organisational & time management skills** - Ability to effectively plan and organize one's time to prioritise tasks and allocate time to ensure tasks are completed within deadlines; manage multiple tasks, and make use of resources available to assist in achieving task completion.
- **Administrative skills** – High attention to detail, filing, sorting, typing, photocopying, scanning, emails, and equipment handling (eg photocopier trouble shooting).

- **Written Skills** – Prepare accurate, well-written minutes, promotional material, and emails.
- **Computer literacy** - Demonstrated competency in the use of office equipment and computer software applications that support office automation, in particular Microsoft Office, 365, SharePoint, Word and Excel, Vettrak, Trybooking, Weebly (website), Facebook, Canva. Zoom.
- **Interpersonal skills** – Good relational skills, including professional, warm, helpful customer service; accurate and timely communications to team members; and professional discretion; self-awareness and self-management.
- **Teamwork** - Ability to take instructions, receive direction, and honest feedback from Managers; work effectively in a team environment and collaboratively with others.

## 7. Position Competencies

The incumbent will have the following personal skills and abilities:

- **Communication**
  - communicate in a positive, effective, timely, and relevant way that ensures exchange of information that is respectful of the diversity of people
  - receive information, listen, understand and respond openly and effectively in interactions with others
  - ensure information received is processed into actions.
- **Customer Service**
  - work with a desire to help or serve others, to meet their needs
  - ability to focus on discovering and meeting the customer or client's needs, where "Customers" include internal colleagues, community members, Board members or anyone that we are trying to help.
- **Problem-solving**
  - use resourcefulness and initiative in problem solving, and ensuring goals are achieved within timelines.

## 8. Qualifications and Experience

- Experience in a high administrative, personal assistant, or similar role.
- Proven experience in great customer service with positive outcomes.
- Strong understanding of the not for profit, community based service delivery sector with a capacity to work effectively in a values based organisation reporting to a Board of Governance.
- Strong IT and document presentation skills, with experience (preferred) using Office 365, SharePoint, Vettrak, Trybooking, Weebly.
- Current driver's license.

## 9. Terms of Employment

- The position of Administration Officer is initially a temporary position (including a 1-month probation period).
- The appointment will be 15 hours per week. The schedule of hours is 9:15am-12:15pm Monday to Friday with flexibility to ensure Manager's needs are met. Accordingly, earlier morning, afternoon, evening or weekend hours may be required.
- Wages and employment conditions are in accordance with SCHADS Level 2.
- Regular reviews shall be conducted by the CCC Manager and/or Assistant Manager.

## 10. Other Information

- The position is located at 8 Chesterville Road, Cheltenham, but may off-site local travel for shopping and administrative tasks.
- The appointment will be subject to the completion of a police check and Working with Children Check (at the cost of the employee).
- **Application process:** Please send cover letter addressing the key selection criteria, and resume with referees to [manager@chelt.com.au](mailto:manager@chelt.com.au) by Sunday May 9<sup>th</sup> 2021, 5pm.