



CAN Community Support Carlton

Administration Officer

Location:	180 Palmerston Street, Carlton
Reporting to:	CAN Community Support Executive Officer
Hours per week:	16 (Monday – Thursday 10 am to 2 pm)
Tenure:	Ongoing
Date created:	December 2019



A Parish Mission of the Uniting Church in Australia

About CAN Community Support

CAN Community Support is the community service arm of the Carlton Church of All Nations (CAN) Parish Mission. CAN Parish Mission is a vibrant, growing community within Carlton and neighbouring suburbs, whose values are justice, openness and hospitality. The Church and its Community Support Centre are located on the edge of the Carlton Housing Estate.

As a part of the Parish Mission, the primary purpose of CAN Community Support is to ensure the most vulnerable people in the Carlton community are cared for in ways that reflect the values of the Gospel, by offering dignity, respect and compassion. CAN Community Support employs 6 part-time staff, and uses over 40 volunteers on a weekly basis.

The programs offered by CAN Community Support include family learning, parenting education, homework clubs, women's groups, meals, emergency relief and advocacy support. The centre is host to numerous self-help groups each week, and is the base for training events and learning groups.

Purpose of the role

The Administration Officer will ensure the support of staff and functions of the Congregation and CAN Community Support, through being the first point of contact for the general public.

Child Safe Organisation

CAN Parish Mission, including CAN Community Support is a child safe organisation. All who work or volunteer at CAN are required to:

- Undertake to observe the Uniting Church's Keeping Children Safe Policies and procedures.
- Undertake to cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.

Key Selection Criteria

Minimum 2 year experience in a reception and administration role

Minimum 1 year experience using social media platforms, and updating websites

Skills and Experience

- Extensive experience in an office environment with exposure to reception, room bookings, and interaction with walk-in clients
- A pleasant and cooperative phone manner
- Experience with booking and reminder systems
- Experience managing office supplies.
- Experience maintaining and updating social media platforms within an organisation
- Great attention to detail
- Proficiency with computers, and skills in Microsoft Office Applications. Experience in the use of email.

Key Accountabilities	Key Activities
Managing reception tasks	<p>Welcoming clients, visitors and room users to CAN with a professional and friendly manner</p> <p>Answering phone calls for the Congregation and Community Centre.</p> <p>Providing accurate information, taking messages, and redirecting calls where required</p>
Maintaining Social Media presence	<p>Contributing to a social media plan, and updating Website and Social Media pages with information and events</p>
Providing administrative support for the Centre	<p>Monitoring and ordering supplies for the centre, including stationery, printing and cleaning supplies</p> <p>Maintaining a tidy administrative space, including managing the tidying, placement, and storage of furniture, teaching equipment, stationery and general supplies</p> <p>Updating the asset register and arranging repairs / maintenance of any equipment</p>
Supporting venue bookings	<p>Maintaining an accurate bookings system</p> <p>Responding to queries and requests promptly and in a friendly manner.</p> <p>Preparing information for groups regarding the venues, and liaising with groups and hirers</p> <p>Developing and maintaining the Church and Community Centre equipment lists</p> <p>Changing the key safe codes and informing users</p>
Bookkeeping	<p>Supporting the Treasurer and Executive Officer with general financial tasks including petty cash management, banking, collection of fees</p> <p>Processing documents for payment, including scanning and updating spreadsheets.</p> <p>Developing and maintaining a storage system for documentation</p>
Providing administrative support to EO, staff and Church Leaders	<p>Participating in staff meetings, and supporting the work of colleagues</p> <p>Assisting with photocopying, preparing documents and sourcing information</p> <p>Updating contact details for local agencies and contacts</p> <p>Preparing information for the Church Directory</p> <p>Any other tasks as directed by the Executive Officer</p>