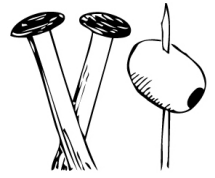


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Laneway Learning: Melbourne Manager

General

- **Position title:** Melbourne Manager
- **Time fraction:** 0.8 FTE (30 hours per week)
- **Core hours:** 1:30pm – 9:30pm, Monday to Thursday
- **Basis of employment:** Ongoing
- **Location:** The primary location (*Laneway Learning Central*) is in the Nicholas Building in Melbourne CBD, however occasional travel between class locations within Melbourne CBD and inner suburbs is required
- **Reports to:** Laneway Learning – General Manager
- **Liaises with:** Internal staff, attendees, prospective attendees, council and government, external venues, and other stakeholders
- **Supervises:** No direct reports but the position coordinates and supports our teachers and class hosts (volunteers)

About Laneway Learning

Laneway Learning hosts informal evening classes in anything and everything. We are a registered Australian charity organisation and aim to make education accessible, community-led, and fun!

The latest research shows that short classes promote positive mental health outcomes as well as community inclusion. By attending our classes, attendees connect with others, train their brains, and increase their wellbeing.

About the role

We have an exciting opportunity for an experienced “person of all trades” manager who can oversee, develop, and administer all of our core services in Melbourne. Melbourne was our first established city and is our biggest market, delivering over 600 classes a year to thousands of students, by a community of over 200 teachers!

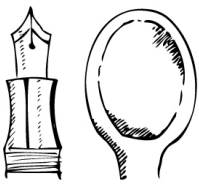
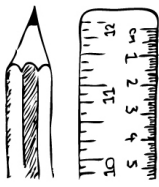
This is a role for a passionate, creative, self-starter who can continue to develop our Melbourne hub and who enjoys teaching and working in a community, not-for-profit environment.

Key responsibilities

1) Operational, venue and event management

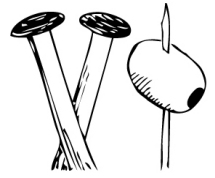
Creating a safe and welcoming learning environment for our attendees, class hosts, and teachers is essential to our services. The functional and smooth running of our core classes and venues, in particular *Laneway Learning Central*, is key to Laneway Learning delivering on its vision as an organisation. Responsibilities include, but are not limited to:

- **Scheduling events**, classes, and private rentals to ensure maximum use and returns of the *Laneway Learning Central* space. Serving as the main administrative point of contact for internal and external stakeholders.
- **Managing Laneway Learning Central** to ensure a friendly, clean, and welcoming environment – liaising with cleaners, keeping stock of key equipment and materials, and making sure the venue always looks presentable.



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- **Providing great customer service** and creating an inclusive and accessible space, dealing with complaints or grievances in an appropriate manner, and providing additional support to customers with special needs.
- **Managing volunteers** (class hosts) to create a community of helpers who assist in creating that special inclusive environment for our classes.
- **Coordinating with other venues** to ensure the smooth running of classes in other locations.
- **Manage other day-to-day tasks** associated with the smooth administrative and execution of our Melbourne operations, as required.

2) Teacher liaison and support

Our teachers are our main stakeholders and are essential to the running of the organisation. They come from our local community and deliver their classes, mainly for the fun of doing so. They are diverse in both character and expertise. Responsibilities include, but are not limited to:

- **Supporting and mentoring teachers** on their path from an idea to delivering their class: curating class ideas and providing appropriate training, mentoring, and support to assist teachers deliver a structured, polished class.
- **Liaise with teachers**, both current and new, to schedule their classes, provide support to develop new classes and improve previous ones, and arrange materials and equipment to ensure the smooth running of the classes.
- **Creating community** amongst our teachers through social events, managing social media groups, and seeking new teachers.

3) Marketing, communications, and image

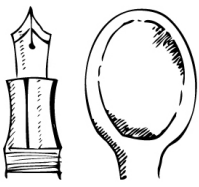
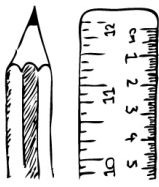
The way we communicate what we do, and why we do it, is key to the continued growth and development of Laneway Learning as an innovative charity organisation. Key responsibilities in marketing and communications include, but are not limited to:

- **Managing and creating website content** to promote our core range of classes, other events, and the broader goals and impact of the organisation and through effective storytelling.
- **Internal and external communications** predominantly through social media, newsletter, and email channels.
- **Market and promote events** by developing social media and print materials to reach a broad and diverse audience.
- **Contribute to the positive image of Laneway Learning** in the wider community.

4) Process, policy, and product development

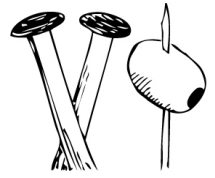
Laneway Learning is a leading organisation in lifelong learning. We must remain varied and fresh in our approach, continuously improving processes and policy, and developing new modes of community education. Responsibilities include, but are not limited to:

- **Prepare operational and annual work plans** and provide recommendations on policy and procedures related to the operational management of Laneway Learning.
- **Curation of events** developing and implementing new class concepts, researching craft and workshop trends, and developing new community education services.
- **Identification of opportunities** in collaboration with the General Manager in the commercial, government, and philanthropic sectors. Contribute to the preparation of applications, submissions, and other associated engagement.



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5) Workshop design and facilitation

As a community education organisation, one of our core principles is that anyone with passion can teach. Facilitating workshops, along with our other teachers, builds community, and organisational culture, and improves the teacher mentoring process as a result. Classes can be in anything and everything but selected training will be provided as well.

Responsibilities include:

- **Ideate and develop community classes** based on latest market trends. This could include preparing presentations, material packs, or handouts.
- **Delivery of classes** according to Laneway Learning's principles of being fun, engaging, interactive, and accessible.

6) Other

Other tasks associated with the role include, but are not limited to:

- **Contribute to a healthy and safe environment** for yourself and others and comply with all safe working procedures and policies.
- **Data management** ensure appropriate records are kept and maintained to meet accountability requirements
- **Facilitating other festivals and events** in collaboration with the General Manager.
- **Inform the General Manager** of progress on the operation of programs and activities through regular meetings
- **Other projects** as agreed by the General Manager

About you – selection criteria

Essential:

- Organisational and time management skills, ability to balance multiple streams of work, set priorities and meet deadlines, and be responsive to a changing environment.
- Demonstrated professional written and oral communication and interpersonal skills, including great customer service and an ability to give and receive feedback.
- Ability to work both autonomously and as part of a team with a proactive 'can-do' attitude and thrive working with other people and building relationships.
- Great enthusiasm, passion for learning and alignment to our values and philosophy.
- High emotional intelligence, particularly when dealing with special needs of attendees and stakeholders in a community setting
- Experience in community class teaching, development (supporting other teachers), planning, and promotion.

Desirable:

- Knowledge of the alternative education sector in Melbourne.
- Experience with CMS – Wordpress and writing for the web.
- Experience in managing web content and social media platforms in a professional capacity.
- Experience managing a venue.

How to apply

Send your CV, cover letter and answers to the selection criteria to Maria Yebra, General Manager at Laneway Learning (hq@lanewaylearning.com).