



Unit 1, 9-13 Old Yarra Road
Wonga Park 3115
ABN 54 099 451 538 Reg A0026760c

POSITION DESCRIPTION

Position Title:	Office Administrator
Terms and Conditions:	Social, Community, Home Care and Disability Services Industry Award 2010 Part-time
Hours/week:	15.75 hours / week (school terms only)
Classification level:	Community Development Worker Class I 1 st year SAC employee Level 2.1 (Level is dependent on qualification and experience)
Annual Leave:	4 weeks per annum (to be taken during Christmas break) All other school term breaks are unpaid with annualised salary option
Superannuation:	9.5% to an approved fund
Reporting To:	Manager
Employer:	Committee of Management: Wonga Park Community Cottage Inc.
Date Approved:	November 2020

Mission Statement

The Cottage seeks to provide a local focus for the quality delivery of life enriching concepts, skills and experiences to the members of the Wonga Park community and surrounding districts.

Position Objective

To work with and assist the Manager in the development of courses, activities and workshops, the day to day administration and operations of the Cottage and maintenance of programs that will encourage community participation.

Key Responsibilities

These are the core responsibilities of the position as a member of the Wonga Park Community Cottage team. However, other duties as directed by the Manager may arise

Cottage Operations

- Providing a warm, friendly welcome to all people visiting the Cottage
- Participate as a productive team member of the Cottage staff
- Under the guidance of the Manager, assist with staff and volunteer management
- Assist with all aspects of house enquiries in a timely and effective manner, ensuring that the Manager is informed of any items of significance
- Identify and communicate to the Manager any request for a potential course or other activity
- Identify new opportunities for common interest groups and work with members of the community to establish
- Provide information for Cottage users
- Under the guidance of the Manager and as a member of the team, ensure that the Cottage is maintained in an orderly and efficient manner and all necessary records are kept



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- Maintain security, hygiene and office equipment to a high standard
- Ensuring the Cottage is well presented (clean and tidy)
- Liaise with suppliers of goods and services to the Cottage
- Reporting any OH&S issues to the Manager and any maintenance issues are lodged and followed up with Council in a timely manner
- Ensure the classrooms are set up appropriately for courses/activities and noticeboards are up to date
- Positively promoting the activities of the Cottage
- Maintaining confidentiality on all issues relating to the organisation, colleagues and Cottage participants
- Ensuring smooth process from enquiry through to enrolment and course commencement for all Cottage participants
- Assist with preparation of annual emergency planning
- All positions will be required to undertake roles and activities related to business continuity and emergency management in preparation for and during times of crisis

Administrative Duties

Under the direction of the Manager

Program Delivery

- Ensure classrooms are setup for daily activities and cleared between sessions
- Involved with the planning, implementation, monitoring and evaluation of programs and services
- Liaise with tutors regarding program development and delivery

Marketing & Promotion

- Assist with publicity flyers / promotional material for in-house and external distribution
- Assist with promoting Cottage activities on social media (eg. facebook) and respond to any requests, enquiries or bookings in a professional manner
- Ensure website, booking systems and social media pages are up to date
- Assist with hosting activities and events eg. Women's Health Day and/or Night

Administration and record keeping

- Manage waiting lists for programmed activities and expressions of interest
- Take course/class/childcare enrolments, organise and receipt payments
- Undertake filing, photocopying, scanning, emails, daily banking including petty cash, data entry, word processing and other computer applications
- Entering accurate enrolment data into computerised system and managing email database
- Attend to enrolment and statistical reporting to funding agencies as required
- Backup electronic records, review and update software as required
- Participate in team, community and strategic meetings as required
- Receive, sort and distribute mail/emails, maintain an accurate mail register and refer items of importance to the Manager in a timely manner
- Copy, distribute and file reports for the Committee of Management meetings
- Order/purchase stationery, general purpose and office supplies within budget



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Organisational Relationships

This position reports to the Manager

Authority

In the absence of the Manager address any items needing immediate attention, ensuring that they are referred to the relevant authorities and communicated to the Manager in a timely manner.

Specialist Skills and Knowledge

- Understanding of Neighbourhood Houses and their focus
- Understanding of community development principles
- Capacity to understand the Children's Services Regulation and Legislation
- Administrative, organisational and clerical skills
- Extensive knowledge of Microsoft Office suite
- Knowledge of industry software eg. Social Planet, XAP, Humantix or similar is advantageous
- Ability to work with broad range of people of all ages and community groups

Management Skills

- Ability to manage time effectively in a busy environment
- Ability to set priorities, plan and organise own work
- Ability to work in a team environment in a cooperative and collaborative manner

Qualifications and Experience

- Tertiary qualification in business administration and/or relevant experience and work skills commensurate with the requirements of this position
- Current driver's licence
- Current Police Check prior to commencement
- Current First Aid Certificate prior to commencement
- Current Working With Children Check prior to commencement
- Food Handlers certificate (preferred)

Key Selection Criteria

1. Well developed understanding of Neighbourhood Houses and experience working with a broad cross section of the community
2. Ability to communicate with, and relate to, a wide range of people through highly developed written, oral communication and negotiation skills
3. Demonstrated ability to multi task, manage time and prioritise work within set parameters
4. Proven administration experience including customer service, Microsoft Office suite and data entry
5. Ability to work in a small team



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Conditions of Employment

- 6 month probationary period with review
- Salary and conditions in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) and National Employment Standards

Applications

A letter of application including current Curriculum Vitae, three referees and a Statement of Ability addressing the Key Selection Criteria is to be forwarded by close of business **Tuesday 12th January 2021** to:

Louise Schweiger
Manager
Wonga Park Community Cottage,
Unit 1, 9-13 Old Yarra Road,
WONGA PARK 3115
Emailed applications to: wpcc@bigpond.com.au