

Position	Administration and Volunteer Coordinator
Location	Gould League Cheltenham & offsite as required
Reports To	General Manager
Direct Reports	Volunteers
Classification	0.6 Part-time
Prepared	March 26, 2021

Gould League is an independent not-for-profit organisation in Victoria with a long and proud history of environmental and sustainability education. We help teachers boost the impact of their science and sustainability curriculum, connect students with their natural world and empower the community with positive messages and practical actions to live more sustainably.

Administration and Volunteer Coordinator Role Overview

The Administration Officer and Volunteer Coordinator's (A & VC) primary responsibilities are to manage incursion and excursion bookings, coordinate educators and volunteers to increase work output and provide general task support to the General Manager (GM). Due to the small number of staff, these tasks may be greatly varied.

Accountabilities	
Key Result Area	Performance Standards
Bookings	<ul style="list-style-type: none"> • Day to day communications including responding to phone and email enquiries • Processing bookings, preparing quotes, invoices and attendance certificates • Scheduling casual sessional educators • Face-to-face delivery of programs, as well as backup for casual sessional educators • Liaising with teachers, external contractors, venue and license providers • Any other duties as required • Book educators and venues in a timely fashion • Keep Educator notes and program work books up to date • Keep incursion and excursion kits stocked and neatly stored
Volunteer Administration	<ul style="list-style-type: none"> • Coordinate general volunteer enquiries and follow through • Recruitment including writing position descriptions and posting advertisements, conducting interviews to determine suitability for work and best work placement, completing relevant checks, providing induction and training • Ensuring volunteer work provides meaningful contributions to GL priorities • Planning for retention and replacement • Developing acknowledgement and recognition processes • Implementing GL policies and procedures • Ensuring workplace safety adherence • Writing and setting up volunteer position descriptions, task lists and task processes • Looking after the volunteer database and records • Providing feedback forms and encouraging use • Ensuring membership letters are up to date • Ensuring membership databased are up to date • Ensuring stock levels are kept up to date and audited annually June 30
Volunteer Engagement	<ul style="list-style-type: none"> • Friendly welcome for each volunteer • Ensure volunteers feel valued, appreciated and supported • Ensure volunteers are treated fairly and with dignity, courtesy and respect • Implement acknowledgement and recognition processes

Volunteer Management & Supervision	<ul style="list-style-type: none"> • Rostering volunteers during AO/VC hours whenever possible • Managing and supervising volunteers as required • Ensuring volunteers know task requirements by providing relevant volunteer task cards/instruction manuals • Informing volunteers of relevant information when needed
AO/VC Responsibilities/ Volunteer Tasks	<p>The AO/VC is responsible for delegating to volunteers (or completing herself/himself) the following tasks:</p> <ul style="list-style-type: none"> • Completion of online sales including postage, memberships and bookshop audits • Maintaining the GL sections of Le Page gardens • Simple maintenance/coordination of maintenance volunteers • Maintaining waste management systems at Le Page including weekly bin collection, worm farm care with intensive overhaul every 2-3 months, and compost system rotation • Coordination of corporate volunteers when required • Any other duties as required
General Support to the GM	<p>Under direction of the GM, AO/VC tasks may also include:</p> <ul style="list-style-type: none"> • Completing administrative tasks/general office duties • Answering phone/responding to general emails • Updating the website • Working on various aspects of educational/program needs as required • Maintaining/developing educational displays and props • Managing office supplies, stock and ordering • Grant applications, tendering for contracts for service, grant acquittal and service delivery contract reporting • Training coordination • Financial reports • Event coordination • Liaising with contractors • Issuing marketing emails • Cleaning • Any other duties as required
Self-Management	<ul style="list-style-type: none"> • Effective prioritisation, time management and organisational skills demonstrated through achieving outcomes of Key Result Areas • Positive participation in all meetings/training sessions • Demonstrates values of accountability, honesty, integrity and respect in all work activities • Reflects upon own work for future improvement • Receives constructive criticism well • Willingness to further own knowledge in relevant fields

Behavioural Competencies	
Teamwork & Co-operation	Works cooperatively and positively in a team. Listens, values and encourages the input of others
Flexibility	Is flexible and adaptable. Willingness to complete a range of tasks as required. Tries new skills/methods/tasks. Openness in understanding a range of viewpoints
Working Under Direction	Works well under direction and is a productive member of the organisation
Leadership	Facilitates involvement, team effectiveness, shares GL visions and removes obstacles. Gives effective and timely guidance and feedback

Inclusivity	Maintains an inclusive environment and upholds the principles of equal opportunity. Is a role model for treating others fairly and with dignity, courtesy and respect
Prioritisation	Ability to effectively prioritise, juggle multiple tasks, meet deadlines and achieve outcomes
Acts Decisively	Makes effective decisions despite obstacles. Ability to make decisions in high-pressure/crisis situations
Works Safely	Works safely, observes and actively supports all health and safety instructions and GL policies and procedures
Confidentiality & Privacy Awareness	Maintains organisational confidentiality and the privacy of staff. Adheres to GL policies and procedures
Reflective Practices	Reflects upon own work for future improvement. Receives constructive criticism well
Self-Management & Awareness	Understands own reactions and feelings. Able to manage stress effectively, respond calmly, and operate with honesty and integrity. Engages the very best of own personality with enthusiasm
Ongoing Self Improvement	Focuses on improving processes and own work methods
Ongoing Self Education	Self-motivated and active learner who is committed to ongoing personal development and broadening own knowledge
Not-for-Profit Understanding	Understanding the needs and distinct workings of the Not-for-Profit sector. Prioritising and keeping GL goals at the forefront
Respect for GL Heritage	Demonstrates respect and integrity for GL heritage and history, builds upon our strong foundation

Key Performance Indicators		
Performance	Indicator	Measures
Achievement of Key Results	<ul style="list-style-type: none"> Excursion bookings are taken, and staff scheduled appropriately and in a timely manner Le Page and other key stakeholders advised of new educators/Volunteers (WWCs) and or changed of WWC cards. 	<ul style="list-style-type: none"> Booking processes go smoothly for GL stakeholders and casual sessional educators. They are given all details and requirements in a timely manner (min 1 month in advance for educators, venue bookings within 3 days of being confirmed. Educators to be booked min one month in advance - venues to be booked within 3 days of booking being confirmed. Calls to be returned to schools same day where possible – if not with in 24 hours.
	<ul style="list-style-type: none"> Volunteer administration functions are fulfilled as required Volunteers can effectively contribute through clear instructions Volunteers understand safety procedures which enables them to complete tasks without OH&S incidents 	<ul style="list-style-type: none"> All relevant checks completed during recruitment Volunteer tasks match their skills Volunteer administration documentation is written, and volunteers have relevant copies Volunteers understand their tasks and easily complete them Demonstrated positive relationships with volunteers

	<ul style="list-style-type: none"> • Volunteers experience a high level of satisfaction • Volunteers are recruited in areas which meet the needs of GL 	<ul style="list-style-type: none"> • Volunteer database maintained accurately • Anecdotal evidence, surveys, retention
	<ul style="list-style-type: none"> • General support tasks fulfilled as required 	<ul style="list-style-type: none"> • General support tasks performed efficiently and effectively
GL Policies, Values and Behavioural Competencies	<ul style="list-style-type: none"> • Is honest and accepts responsibility for own actions and work performance • Ensures an inclusive, safe and fair working environment, free of discrimination, harassment and bullying • Encourages honest and effective communication • Treats people with dignity, courtesy and respect • Acts in a way that upholds GL's integrity and reputation as well as the confidentiality of our and our stakeholders' information • Reports any known breaches 	<ul style="list-style-type: none"> • Reflects GL values and works to a high standard in all areas of performance • Compliance with GL policies and procedures • Volunteers report any known incidences to AO/VC • Any known violations of GL policies reported to GM • No reported breaches in confidentiality

Key Selection Criteria – Qualifications and Experience	
Must Have	Great to Have
Qualification in Education, Science, Environmental, Conservation or Sustainability field or equivalent work experience	Additional qualification in Education, Science, Environmental, Conservation or Sustainability field or equivalent work experience
Administration experience	Experience working with teachers
Experience volunteering or in volunteer management	Experience with booking systems
Experience in working in a multi-task work environment	Experience working for not-for-profit organisations
	Experience in writing grant applications/tendering for contracts and reconciling grant applications
	Experience maintaining websites
	Experience in Marketing and Public Relations co-ordination
	Experience in Event Management
Key Selection Criteria – Skills & Competencies	
Must Have	
Passion for and understanding of working in the Not-for-Profit sector	
Excellent written and verbal communication skills	
High level IT skills, including competency in the use of Microsoft Word, Excel, PowerPoint, expert use of email, online calendars and the internet	
Able to work well under direction and effectively lead teams	
Skilled at building and maintaining effective relationships with a diverse range of people	

Skilled at prioritising multiple tasks, meeting deadlines and achieving outcomes
High level problem solving skills
Is flexible and adaptable
Is reflective and able to improve upon own work processes
Additional Requirements
Working with Children Check/Police Check
Drivers Licence and own vehicle

This Gould League Administration Officer/Volunteer Coordinator position description is valid as at 31 March, 2021.