

Volunteer Position Description

Facilities & Operations Admin Volunteer – Office Management

About the Role

The Property & Facility Admin Volunteer works alongside the Operations & Property Manager at ASRC Footscray to assist with the everyday running of the centre's operations. The role ensures that reception is a safe and welcoming environment for stakeholders.

Please note: The Facilities & Operations Support Volunteer role at ASRC is NOT a client-facing position.

Program: Office Management

The Office Management team helps sustain the ASRC as a whole and improve the operational capacity of the centre. This program houses the primary functions of administration, reception, operations, and facilities management, which are all integral to the everyday running of the ASRC.

Key Responsibilities:

- Recording and reporting any defect of equipment, furniture, or fittings in the office area to the operations and property manager.
- General office and administration duties as directed by the property and operations manager.
- Responding to face-to-face enquiries and directing people within the centre.
- Responding to and directing phone inquiries.
- Greet everyone arriving at the centre in a warm and welcoming manner.
- Liaising with the cleaning team to ensure that cleaning meets the required standards.
- Responsible for ordering & keeping adequate stocks of condiments, office materials/supplies and ensuring they are stored safely.
- Manage the client's coffee/tea station including topping up the condiments.
- Ensure the staff kitchen is clean and hygienic at all times.
- Any other duties as may be delegated by the operations and property manager.

Accountability

This role reports to the Operations & Property Manager.

Location

ASRC Footscray - Onsite only (no work done remotely)

Volunteer shifts

This role is looking for a minimum commitment of 1-2 shifts per week, ideally for 6-12 months. Shifts are available Monday to Friday, 9.30 am - 3 pm (time is flexible based on availability).

What we're looking for

- Strong comprehension skills to effectively understand and follow instructions
- Ability to maintain high standards of confidentiality and is highly trustworthy
- Ability to perform a variety of standard office-related tasks
- Good interpersonal, communication, and organisational skills
- Consistently approaches work tasks with enthusiasm and a positive, constructive attitude.
- Excellent customer service skills, with previous experience in a similar role, are advantageous
- Basic computer skills
- Prioritises client satisfaction and results
- Demonstrates openness to feedback and responds positively

Physical Requirements

- Lifting items 5-12kg
- Bending/Kneeling
- Reaching above the head
- Pushing heavy items on a trolley
- Standing for extended periods

Training & Requirements

- ASRC Volunteer Induction
- Volunteer Agreement
- Police Check
- Working with Children Check
- On-site training
- Program Specific Training

Compliance

All offers of employment, paid or voluntary, are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

About Us

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health, and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning, and lobbying. The human rights of people seeking asylum and refugees are at the foundation of all we do, and the workforce makes it happen, doing the work to bring the vision and purpose to life. The ASRC values are: ***Welcoming, Authentic, Collaborative, Courageous.***

For more information, email volunteer@asrc.org.au.