



POSITION DESCRIPTION

POSITION	Administration Assistant
LOCATION	NECCHi Houses – East Coburg and Newlands Neighbourhood Houses
CLASSIFICATION	NHACE Agreement 2018 Modern Award (SCHADS) SACS Level 2
REPORTING TO	Manager
DIRECT REPORTS	N/A

ROLE PURPOSE	What is the role trying to achieve?
The Administration Assistant supports the day-to-day operations of NECCHi's Neighbourhood Houses by completing a range of administrative tasks and ensuring the smooth running of the office/reception areas. This role will process room booking applications, answer enquiries from community members, welcome visitors, assist the Manager and Programs & Marketing Coordinator, purchase consumables/office supplies and contribute to the presentation of our spaces in accordance with NECCHi's policies and procedures.	

KEY ACCOUNTABILITIES	What will the role be responsible for delivering to the business/ what are the key measurable outcomes for the role?
• Provide reception services. • Complete tasks to ensure facilities are clean, safe, attractive and set up for NECCHi programs. • Perform general office duties. • Provide administration support to the Manager and Programs & Marketing Coordinator • Positively contribute to a team culture that values collaboration, forward thinking, working proactively and being solutions focused.	

KEY RESPONSIBILITY AREA #1
Provide reception services
• Treat all members of the public with respect and uphold the values of the organization. • Complete office opening/closing procedures including ensuring spaces are clean, safe, attractive and set up for the days/next day's programs. • Answer phones, respond to emails and handle enquiries in a timely manner. • Forward messages to appropriate team members. • Meet and warmly greet community members, neighbours and visitors to Newlands and East Coburg Neighbourhood Houses.

- Assist community members to enrol in NECCHi programs/book tickets through Humanitix.
- Provide information and support to community members including referrals to NECCHi programs/other services as required.
- Process room bookings
- Show people around NECCHi facilities.
- Ensure noticeboards are tidy and information is up to date.
- Maintain key register.
- Check letterboxes on a regular basis and distribute mail.
- Order, receive and put away deliveries.

KEY RESPONSIBILITY AREA #2

Complete tasks to ensure facilities are clean, safe, attractive and set up for NECCHi programs.

- Monitor stock levels and order consumables and office supplies as required in accordance with NECCHi's policies and procedures and budget.
- Re-stock toilet paper, soap dispensers, paper towel and hand towel etc. if these run out in-between rostered weekly cleans.
- Complete spot cleans, as required.
- Ensure kitchens are clean and tidy.
- Log urgent maintenance requests with Council.
- Check that non-urgent maintenance requests have been completed and follow up if required.
- Liaise with contractors completing maintenance works.
- Ensure that bins are put out/brought in, in accordance with Merri-bek Council rubbish collection calendar.
- Water garden beds (if hot/as directed).

KEY RESPONSIBILITY AREA #3

Perform general office duties.

- Create and update signage for use in the Houses, in collaboration with the Manager.
- Ensure office/reception areas are tidy and well-organised.
- Scan and photocopy documents as required.
- Prepare documents and reports, as directed, using Word, Excel and CANVA.
- Provide administrative support at/for NECCHi events.
- Review and update (biannually) the NECCHi Administration Procedures Manual
- Ensure signage/answering machine messages etc. are in place in case of House/Office closures

KEY RESPONSIBILITY AREA #4

Provide administration support to the Manager and Programs & Marketing Coordinator.

- Take and store photos of NECCHi programs and events in accordance with NECCHi policies and procedures.

- Process applications for NECCHI membership.
- Prepare, collect and store attendance records for NECCHI Programs, as directed.
- Support facilitators with recording of attendance and keeping storage facilities well-organised.
- Proof read documents including marketing material and check/cross-check information on NECCHI platforms (e.g. Humanitix/SpacetoCo/Website) to ensure it is correct and up to date.
- Make minor edits to the NECCHI website.
- Schedule meetings, book rooms and ensure NECCHI calendar is current/up to date.
- Record minutes for NECCHI team meetings.
- Work alongside and support volunteers as directed by the Manager and Programs & Marketing Coordinator.
- Other duties as directed.

KEY RESPONSIBILITY AREA #5

Positively contribute to a team culture that values collaboration, forward thinking, working proactively and being solutions focused.

- Be flexible, reliable and responsive in day-to-day operations.
- Uphold and promote NECCHI's values, vision and goals.
- Communicate actively and positively with both the community and internal team to promote innovation and support community strengthening initiatives.
- Participate in team meetings and contribute to the building of a positive, inclusive, respectful and collaborative team culture.
- When challenges arise, be committed to finding and implementing solutions.

KEY SKILLS, ATTRIBUTES AND COMPETENCIES TO BE SUCCESSFUL IN THE ROLE

- CUSTOMER FOCUS – A commitment to providing responsive, respectful and inclusive service to our community and to creating welcoming and attractive spaces to support community connection and achievement of NECCHI's goals.
- COMMUNICATION - Proven interpersonal and communication skills with the ability to liaise across all levels, both internally and externally, and with people from diverse backgrounds. A warm and friendly disposition.
- ORGANISATION- Ability to be punctual, manage time effectively and meet deadlines to ensure the smooth running of the Neighbourhood Houses.
- PHYSICAL REQUIREMENTS – Physical stamina and strength to set up rooms for NECCHI programs and perform housekeeping tasks including moving tables and chairs, walking, standing, using equipment such as a vacuum, using their hands and lifting.
- DIGITAL LITERACY & TECHNICAL SKILLS – Ability to use a computer, mobile phone and office equipment e.g. printer/scanner. Proficiency in Microsoft Office 365 and file management with an aptitude for using a range of software packages/applications.
- ENGLISH PROFICIENCY & FLUENCY – Ability to answer telephone calls, respond to verbal and written enquiries, write emails and read/interpret policies and procedures, prepare reports and proof-read documents etc.

- TEAM - Ability to work effectively both independently and within a team to achieve NECCHI's strategic and operational goals. Commitment to NECCHI's values and to contributing to a positive, inclusive and supportive team culture.
- PROBLEM SOLVING – A solutions-focused approach to problem solving and demonstrated ability to proactively respond to issues in a community setting, as they arise.

QUALIFICATIONS AND EXPERIENCE	What must you bring to the role?
	▪ Demonstrated proficiency in Microsoft 365 and have an aptitude for using a range of software packages/applications. ▪ Experience working or volunteering in a similar role within a not-for-profit setting (Highly Desirable) ▪ Experience using Dropbox/CANVA/Wix (Desirable). ▪ Current Working with Children Check.