

Arrabri Community House Inc. Position Description

POSITION:	Part time Administration Officer
AWARD:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2024
CLASSIFICATION:	Level 2
LOCATION:	Arrabri Community House 42 Allambanan Drive, Bayswater North.
HOURS:	10 -15 hours per week

Arrabri Mission Statement:

“Arrabri Community House provides social connections and lifelong learning opportunities in a welcoming and supportive environment. We respond to the diversity of our local community and encourage participation by all.”

Position Objective:

The Arrabri Community House Administration Officer is responsible for professional, high quality and friendly customer service and the provision of administrative services.

The position will co-ordinate all enquiries and bookings for the facility to ensure efficient and effective utilisation.

Organisational Relationships:

RESPONSIBLE TO:	Arrabri Manager
RESPONSIBLE FOR:	Supervision of volunteers, contractors and casual staff
INTERNAL:	Arrabri Community House Committee of Management, Manager, staff, tutors, volunteers and participants
EXTERNAL:	Sector networks, other community houses, peak bodies, Local, State & Federal Government departments, local business, community agencies, community groups, relevant contractors and members of the general public

Key Responsibilities:

- In a courteous and professional manner undertake all general reception and phone enquiries relating to Arrabri Community House.
- Provide administrative support for Arrabri Community House including memorandums, letters, reports, minutes, agendas and general correspondence, as directed by the Arrabri Manager.
- Co-ordinate maintenance requests and monitor request register.
- Undertake general administrative duties including office supplies, photocopying, general filing, bookings, incoming/outgoing correspondence (including checking letterbox daily), updating of forms and other information.
- Provide information that is accurate and up to date in a timely manner including co-ordinating promotional fliers, publications, foyer displays and general information for Arrabri Community House in response to external requests.
- Assist the Arrabri Manager with the preparation of course information, new promotional material, compilation of term brochures, updating of the website and social media posts including monitoring Facebook and Instagram for notifications and messages
- Assist the Arrabri Manager with the preparation for programs and courses including finalising enrolments, developing class lists, collecting and collating relevant paperwork.
- Administer and co-ordinate bookings for Arrabri Community House. This includes conducting tours of the facilities for social and regular hire, taking booking enquiries, co-ordinating all correspondence and insurances, receipting, equipment requirements and issuing of security codes/keys.
- Co-ordinate the setting up and clearing of rooms and common areas at Arrabri Community House as required, including the provision of equipment requirements, supporting and offering general assistance to class tutors.
- Welcome enquiries and new families to Arrabri Community House Occasional Care, including introduction to Child Care staff and providing information packs ensuring information is up to date and correct in conjunction with the Arrabri Manager.
- Contribute to an effective and professional team environment including active participation in staff meetings, professional development activities and strategic initiatives.
- Ensure kitchen is clean and tidy including emptying dishwasher each morning and running the dishwasher each afternoon.
- Occasional after hours work may be required.

Qualifications & Experience:

Minimum of 3 yrs. experience working in an administration, customer service or other relevant role

Experience in dealing with customers and public.

Highly developed written and oral communication and negotiation skills

Knowledge and ability to use word processing systems and software, e.g. Microsoft Office.

Experience in working in a community house setting is desirable.

Demonstrated ability to work independently and as part of a team.

Other:

Work Ethic

All employees of Arrabri Community House are expected to work in a manner consistent with the values of the organisation and strive to achieve our collective goals. Employees will demonstrate professional ethical behaviour at all times – in their responsibilities to the organisation, in their professional relationships with each other, and in their professional service to the community – and will be required to adhere to the strategic framework and policies that govern Arrabri Community House.

Multiskilling

Arrabri Community House employs a small number of staff who are expected to work together and actively contribute to an efficient, professional team environment. On occasion, employees will be required to undertake other duties, at the direction of the Arrabri Manager, to assist in the effective day to day operations of Arrabri Community House.

Probation

All positions at Arrabri Community House are offered for a probationary period of six months, with initial performance criteria established in consultation with the successful applicant and a formal appraisal undertaken prior to the end of the first three months. If the appraisal within the first three months is satisfactory, a further three months probationary period will follow. At the completion of satisfactory performance during the six month period, the successful applicant will be offered an ongoing position.

Selection Criteria:

Criteria 1.

Minimum of 3 yrs. experience working in an administration, customer service or other relevant role.

Criteria 2.

Proficient in the use of Microsoft Office. Experience in Canva, social medial platforms or Social Planet would also be an advantage.

Criteria 3.

Excellent administrative and organisational skills.

Criteria 4.

Ability to prioritise work to meet set timelines and problem solve with limited supervision.

Criteria 5.

High level communication and interpersonal skills.

Criteria 6.

Demonstrated ability to work independently, flexibly and as part of a team.

Criteria 7.

Experience in administration and customer service within a similar community setting.

NOTE: Candidates are required to address each of the Selection Criteria in their applications.