



Notting Hill Neighbourhood House

POSITION DESCRIPTION | NEIGHBOURHOOD HOUSE MANAGER

Trading as Notting Hill Community Association Inc. | ABN 19 544 747 650

Acknowledgement of Country

Notting Hill Neighbourhood House acknowledges the Kulin Nation as the Traditional Custodians of the land on which we work, gather, learn and play. We pay our respects to Elders past and present. Sovereignty was never ceded.

Notting Hill Neighbourhood House Profile

Notting Hill Neighbourhood House (NHNH) is a community-based organisation located at 37 Westerfield Drive, Notting Hill, in the City of Monash.

NHNH provides an inclusive, welcoming and accessible environment where people of all ages and backgrounds are encouraged to connect, participate, learn and contribute. The House delivers programs, activities, services and events that support community development, social inclusion, lifelong learning, community wellbeing, social enterprise and environmental, social and financial sustainability.

Our Mission

We are dedicated to enriching the lives of our community by providing a vibrant, inclusive space where people can connect, learn and grow. Through engaging programs and services, we encourage collaboration, social inclusion and empower individuals to thrive together.

Our Philosophy

NHNH works within a community development framework, encouraging change and growth to improve the social, environmental and cultural infrastructures within the local community and individuals.

We actively encourage people to be involved in the decision making and ownership of programs and activities in the Neighbourhood House.

Notting Hill Neighbourhood House seeks to be inclusive and supportive of people from diverse backgrounds and varying abilities. We believe every individual has inherent worth, knowledge and skills.

Our Values

At Notting Hill Neighbourhood House, our work is guided by five core values:

- Kindness: We treat everyone with compassion and respect.
- Sharing: We encourage people to share their skills, cultures, knowledge and experiences.
- Community: We believe strong communities are built through connection and participation.
- Inclusivity: We welcome people of all backgrounds and create spaces where everyone feels valued.
- Empowerment: We support people to build confidence, develop skills and make meaningful contributions to their community.

Position Details

Position title	Neighbourhood House Manager
Reports to	Committee of Management (COM), through the nominated COM representative
Direct reports	NHNNH employees and other positions as determined by the organisational structure
Responsible for oversight of	Employees, project staff, program leads, volunteers and contractors.
Hours	25 hours per week, 44 weeks in a year (during school term) worked as negotiated.
Employment type	Ongoing
Classification	<u>Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2024</u> : (NACHE) Level 7
Location	Onsite - Notting Hill Neighbourhood House 37 Westerfield Drive, Notting Hill VIC 3168

Role of the Neighbourhood House Manager

The Neighbourhood House Manager provides operational leadership for NHNNH and is responsible for the effective day-to-day management, development and sustainability of the organisation.

The Manager leads the implementation of NHNNH's strategic objectives, community development activities, programs, people, partnerships, financial sustainability initiatives and operational compliance.

This position requires an understanding of the role of community organisations; proven organisational ability with experience of managing a community organisation; a command of community development principles and skills, an ability to communicate policy and to advocate for the local community.

The Manager is responsible to the Committee of Management (COM) for the operation, management and development of the Neighbourhood House and for ensuring it is operated in accordance with the Committee's policy decisions and service agreements with funding bodies.

Key Accountabilities

1. Community Development and Engagement

The Manager will:

- Lead NHNNH's community development activities in accordance with its mission, values and community development principles;
- Build an understanding of local demographics, community strengths, emerging issues and community needs
- Create opportunities for community members to engage, lead, contribute to and influence NHNNH programs and activities through diverse social, educational, recreational, and support activities within the local community
- Foster an inclusive, welcoming and accessible environment for people from diverse backgrounds, circumstances and abilities, including families, older people, culturally and linguistically diverse communities, new migrants, people on low incomes, LGBTQIA+ community, and people with disability to enrich their lives through social connections.

2. Strategic and Operational Leadership

The Manager will:

- Provide advice and recommendations to the Committee of Management (COM) to support the development and review of NHHN's strategic direction.
- Lead the development and implementation of annual and operational plans that deliver NHHN's strategic objectives.
- Identify emerging opportunities, challenges and organisational risks, escalating significant matters to the COM as required.
- Establish organisational priorities and monitor progress against agreed objectives.
- Promote a positive and collaborative culture aligned to NHHN's values.

3. Financial Sustainability and Fundraising

The Manager will:

- Work with staff and the COM to develop the annual budget and oversee financial reporting to the Committee and relevant funding bodies.
- Actively identify and support fundraising opportunities that strengthen community outcomes and organisational sustainability.
- Identify and pursue grants and external funding opportunities aligned to NHHN's strategic objectives.
- Prepare or oversee grant applications, acquittals and reporting requirements.
- Work with the COM on significant funding and financial sustainability strategies.

4. Program and Service Delivery

The Manager will:

- Oversee the implementation of strategic and annual plans through NHHN programs, projects and activities.
- Lead the development, delivery and evaluation of NHHN programs, classes, activities, services and events, ensuring alignment with community needs, strategic priorities and funding obligations
- Oversee the promotion, marketing, social media and communication of NHHN programs and activities to maximise community awareness and participation.
- Undertake the day-to-day management and administration of NHHN's programs and services, ensuring effective delivery and alignment with intended outcomes.

5. People Management

- Recruit and appoint ongoing employees and other staff within approved budgets and organisational requirements.
- Lead, supervise, support and coordinate NHHN employees, establishing clear responsibilities, objectives and performance expectations;
- Develop and monitor Key Performance Indicators (KPIs) that align with NHHN's goals and provide clear performance benchmarks. Lead performance review and development processes, fostering growth and accountability within the team.
- Oversee the recruitment process for volunteers including all Child Safe Checks, ensuring that the team is diverse, skilled, and aligned with NHHN's values.
- Foster a safe, inclusive, respectful and collaborative workplace culture that reflects NHHN's values and supports employee and volunteer engagement
- Ensure appropriate workplace health and safety, child safety and volunteer management practices are maintained, ensuring a safe and secure environment for all participants.

6. Partnerships, and Networks

The Manager will:

- Actively participate in relevant City of Monash networks and maintain engagement with the Network of Inner East Community Houses (NEICH), Neighbourhood Houses Victoria and other relevant sector networks.
- Develop and maintain strong working relationships with relevant local, regional and state-wide organisations.
- Facilitate communication and coordination with all partnering organisations to support community outcomes and organisational sustainability.

7. Governance, Risk and Compliance

The Manager supports the COM in fulfilling its governance responsibilities while maintaining responsibility for operational compliance. The Manager will:

- Provide timely and accurate reports to the COM on organisational performance, finances, programs, risks and significant operational matters.
- Maintain accurate organisational records, registers and compliance documentation, ensuring licences, certifications and insurance remain current.
- Support the COM, NHHN Staff and Secretary to meet its governance, reporting and regulatory obligations, including preparation of the Annual Report and Annual General Meeting.
- Support the effectiveness of the COM through the provision of advice, information and administrative support.
- Ensure compliance with relevant legislation, funding agreements, incorporated association requirements and applicable The Australian Charities and Not-for-profits Commission obligations.
- Support the COM to maintain effective governance without transferring operational management responsibilities to individual Committee members.
- Maintain appropriate risk management practices and escalate significant risks, compliance matters and issues to the COM.

Key Selection Criteria

1. Community Development and Leadership

Exhibit a strong command of community development principles and practices, with the ability to engage diverse communities, identify needs and strengths, build community capacity and develop inclusive community-based responses

2. People Leadership & Interpersonal Skills

At least three years' demonstrated experience in a management or leadership role, including effectively leading employees and volunteers through recruitment, performance management, capability development and building a positive, collaborative organisational culture. Demonstrated strong interpersonal and communication skills, with the ability to build respectful and effective relationships with people from diverse backgrounds, including culturally and linguistically diverse communities, people with disability, older people, the LGBTQIA+ community and people experiencing financial disadvantage.

3. Strategic Management

Demonstrated ability to contribute to organisational strategy, translate strategic objectives into practical operational plans and measurable outcomes, work independently, manage competing priorities and resolve complex issues with minimal supervision.

4. Financial Management, Fundraising and Sustainability

Demonstrated financial management capability, including budget development, monitoring and reporting, together with experience developing funding proposals, fundraising, partnerships, grants and/or sustainable revenue opportunities.

5. Operational Management

Demonstrated ability to identify community needs and develop, implement, monitor and evaluate high-quality programs, projects or services that deliver measurable community outcomes.

6. Governance, Risk and Compliance

Demonstrated understanding of the respective roles of management and a governing Committee, together with experience managing organisational records, compliance and reporting requirements.

7. Stakeholder Engagement, Partnerships and Advocacy

Highly developed interpersonal, written and verbal communication, rapport building and relationship-management skills, including the ability to build productive partnerships and advocate for an organisation with diverse stakeholders.

8. Qualifications and Experience

Relevant tertiary qualifications and/or substantial experience in the community sector, preferably including Neighbourhood House and community education involvement

Demonstrated high-level administrative, organisational and digital capability, with strong proficiency across all Microsoft Office Applications and contemporary digital platforms including Trello and Canva.

Mandatory Requirements

The successful applicant must hold or be willing and eligible to obtain and maintain:

- The legal right to work in Australia and be able to provide evidence of their work rights
- National Police Check
- Victorian Working with Children Check
- Current Victorian Driver's Licence
- Current First Aid and CPR certification
- Food Handling certification
- Any other licences or certifications required by legislation or funding arrangements or NHH policy

To apply for this position:

Please provide:

- A Current Resume, with a minimum of two referees;
 - at least one current or recent supervisor
 - and one other professional or community referee who can speak to your suitability for the role.
- A Cover letter, outlining how your previous experience meets the Key Selection Criteria

We want to hear from you. Your application should reflect your own experience, skills and voice. While tools may be used for proofreading or accessibility purposes, please do not use generative AI to create or substantially write your application or responses to the Key Selection Criteria.

Applications should be sent to: secretary@Nottinghillnh.org.au

Applications for this position close on: Sunday, 30 August 2026

For further information please contact NHH Secretary; Jenny Gee on 0402 336 842