

Position description



Position		Manager
Employer		Holden Street Neighbourhood House Inc
Reports to		Committee of Governance
Direct reports		Engagement and Operations Coordinator, contracted Finance Officer, IT Contractor and Cleaner.
Internal liaison/oversight		Programs Administration Officer, House Administrator, Community Gardener, Adult, Community and Further Education Tutors, Community Development facilitators and volunteers.
Location		128 Holden Street Fitzroy North 3068 Victoria
Award		Neighbourhood Houses & Adult Community Education Centres Collective Agreement 2024, under the Social, Community, Home Care and Disability Services Industry Award (SCHADS), Schedule B, Social and Community Employees (2010-2024) Level 8. (Pay Table 1 July 2026, 3B. Level 8.1 starts at \$68.49 per hour.)
Classification level		To be determined based on qualifications and experience.
Tenure		Permanent ongoing after successful 6-month probation period.
Days of work		Mondays to Thursdays, with occasional other days of the week, as negotiated, depending on house activities and meetings.
Hours of work		Total of 26 per week – currently 23 scheduled hours with 3 flexible hours. Actual hours per day determined in conjunction with staff team, with some flexibility possible in school holidays.

ABOUT US

Holden Street Neighbourhood House (Holden Street) is a well-established community centre in North Fitzroy, in Melbourne's inner north. We provide community connections through social, educational, recreational and support activities at low-cost, and embedding environmental sustainability in what we do. We offer information, social support and community activities, in particular supporting people with disabilities, older people, and people from diverse cultural and linguistic backgrounds.

Holden Street is committed to social justice and community development principles. The values that guide our organisation and work are:

- **Equity:** We engage with staff, volunteers and all community members equally, developing strong and meaningful connections
- **Inclusiveness:** We welcome all community members and provide an environment that is accessible for everyone
- **Advocacy:** We actively support the rights of individuals to have their voices heard, defend their rights, and make their own decisions
- **Diversity:** We recognise and value an individual's differences fairly and respectfully and
- **Honesty and integrity:** We act in an ethical and transparent manner.

Holden Street is an equal opportunity employer offering job satisfaction through grassroots community connections in a diverse and inclusive work environment.

Holden Street has diverse income streams, with recurrent funding from State and Local Government and periodic project grants. We also have fee-for-service activities, fundraising activities and venue hire.

Holden Street is committed to the safety of our community and has policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments. Further information including our House program of activities is available at www.holdenstreet.org.au.

PURPOSE AND SCOPE OF THE ROLE

The Manager is the executive officer with overall responsibility for Holden Street's management and day-to-day operations.

The Manager directly manages the Engagement and Operations Coordinator, contracted Finance Officer, IT Contractor and Cleaner. The Manager actively oversees and is ultimately responsible for all staff, contractors and volunteers, in conjunction with other key staff.

The Manager reports directly to the Committee of Governance (Committee), which oversees Holden Street's strategy, compliance, finance and high-level organisational matters. The Committee and Manager together ensure that Holden Street strives towards and accomplishes its purpose and vision.

The Manager operates in accordance with the strategic direction and policies set by the Committee. In partnership with the Committee, the Manager is also responsible for Holden Street's financial sustainability, growth, legal compliance, and reputation and standing in our local community.

KEY RESPONSIBILITY AREAS

WORKPLACE MANAGEMENT

The Manager is responsible for all day-to-day operations of Holden Street, including:

- Driving an organisational culture which fosters quality interactions, using community development principles with community and volunteers.
- Overseeing a team of tutors, facilitators and volunteers, in conjunction with other key staff.
- Providing general direction and oversight of all of Holden Street's programs, services and activities, managing the day-to-day delivery of operations including support for the public and local community members.
- Ensuring a smoothly functioning and efficient organisation.
- Monitoring relevant workplace and administrative practices and processes for compliance with work health and safety and wellbeing laws, regulations and the mandatory requirements of funders.
- Ensuring program quality and organisational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation and improvement.
- Creating a work environment that attracts, supports and retains staff and volunteers.
- Delivering a recruitment lifecycle process for staff and volunteers, ensuring contracts and salary structures are appropriate.

KEY PERFORMANCE INDICATORS

1. Using modern leadership practices, introduces, models and reinforces Holden Street's Vision, Purpose and Values to and with all stakeholders, community members, staff and volunteers, to support efficient and effective service delivery.
2. Evaluates all of the organisation's units, activity areas and projects, and recommends and implements change where required.
3. Supports and manages Holden Street's brand identity, to obtain maximum exposure and recognition.

FINANCIAL MANAGEMENT

The Manager oversees the financial activities of the Holden Street including:

- Monitoring day-to-day, weekly and monthly expenditure in accordance with annual budgets.
- Working with the Committee to ensure Holden Street has appropriate income to support short and long-term goals.
- Investigating and developing new funding opportunities and writing funding applications.
- Supporting the Committee, staff and volunteers in the planning and delivery of the fundraising program.
- Assisting the Committee and Finance Officer/Contractor in the preparation of annual budgets, Annual Reports and Annual Financial Statements, and lodging all required annual reports with the appropriate agencies.
- Working with the Finance Officer who will expedite all accounts payable and accounts receivable and journaling these accounts into appropriate ledgers in Holden Street's XERO financial management system.

- Planning, developing, promoting and delivering programs and services in a way that is cost-effective while maintaining quality.

KEY PERFORMANCE INDICATORS

1. With the Finance Officer, develops and presents annual budgets for approval by the Committee before the commencement of each financial year.
2. Provides accurate financial reports and information to the Committee within agreed timeframes.
3. Ensures Holden Street operates in accordance with the annual budget and identifies and addresses any variances (with the Finance Officer and Committee where appropriate).
4. Ensures Holden Street complies with our financial delegations, policies and procedures, funding agreements, and legal requirements.
5. Identifies and implements opportunities to strengthen Holden Street's financial sustainability.

COMMUNITY ENGAGEMENT

The Manager represents the House as one of two the public spokespersons for Holden Street (along with the Committee of Governance President), ensuring positive and effective representation of Holden Street in the community, including:

- Acting as an advocate for key issues relevant to Holden Street and our community.
- Facilitating Holden Street's role as part of the fabric of our local community, using efficient and effective marketing strategies and channels, in conjunction with staff.
- Initiating, developing, and maintaining cooperative and productive relationships with key stakeholders, partners and local community members.
- Working with elected representatives at all levels of Government, Government agencies, community sector and industry groups and representatives and volunteers to promote laws and public policies that support the strategic direction of Holden Street.
- Working with local, regional and state neighbourhood house networks to advocate for improved resourcing for the sector.

KEY PERFORMANCE INDICATORS

1. Builds and maintains positive, effective relationships with key stakeholders including elected representatives, Government agencies, community organisations and networks, to support Holden Street's strategic objectives.
2. Actively contributes to advocacy on issues impacting Holden Street and our community.
3. Oversees Holden Street's communications, to ensure they consistently reflect the organisation's brand identity, values and strategic priorities.

GOVERNANCE AND COMPLIANCE

The Manager supports the organisation's governance and compliance responsibilities, including:

- Assisting the Committee to articulate and deliver their responsibilities in line with Holden Street's Strategic Plan, Purpose and Vision.
- Managing the Committee's due diligence and review, compliance and reporting processes, to ensure core issues and risks are identified and addressed promptly.
- Ensuring that HSNH meets compliance with all relevant laws, regulations and the mandatory requirements of key stakeholders.

- Ensuring appropriate recording, submission and storage of all legal, regulatory and mandatory documents.
- With the Committee President, identifying suitable volunteers to join the Committee and its subcommittees.

KEY PERFORMANCE INDICATORS

1. Builds strong and effective relationships with Committee members.
2. Assists with the preparation and conduct of Committee meetings and agendas.
3. Provides succinct and relevant meeting papers to Committee members one week before scheduled Committee meetings, with a focus on progress on the Strategic Plan, major events and approvals.
4. Attends and contributes to Committee and subcommittee meetings, acting as secretariat when required.
5. Develops draft organisational policies where needed, for Committee review and approval.
6. Supports the CoG to ensure that HSNH meets all its legal, regulatory, contractual and other mandatory requirements in a timely and professional manner.
7. Ensures Committee documents, compliance requirements and actions are documented and stored appropriately.

PLANNING

The Manager works with the Committee on future planning and organisational growth for Holden Street, including:

- Assisting the Committee to develop the strategic plan and other short and long-term goals.
- Scanning the environment to keep the Committee informed of key developments in the community sector, industry, Government and agencies, and for-purpose organisational management and governance.

KEY PLANNING PERFORMANCE INDICATORS

1. Contributes to the development of the Strategic Plan.
2. Periodically reports on the operational delivery of the Strategic Plan.
3. Presents business cases to the Committee for new, or major changes to, programs and projects, ensuring that they are financially viable and support Holden Street's strategic direction.

QUALIFICATIONS

Relevant tertiary qualifications in community development, social work or a related discipline, and/or significant experience working in a similar role.

KEY SELECTION CRITERIA

1. A good understanding of the neighbourhood house sector and a commitment to community development principles.
2. Significant expertise in staff management, promoting a culture of excellence and inclusive practice.
3. Experience in provision of a safe working environment including work health and safety and psycho-social supportive measures.
4. A demonstrated history of effectively managing and facilitating the development and delivery of projects and services, and organisational change and growth.
5. High-level communication and interpersonal skills, including the ability to build and maintain relationships with key stakeholders such as sector networks, local agencies and funders.
6. Experience managing organisational governance and compliance frameworks.
7. Significant expertise in generating organisational growth through effective programming and success in attracting grants, sponsorships and donations.
8. Strong skills in Microsoft Office applications and XERO financial management systems.
9. Relevant tertiary qualifications in community development, social work or a related discipline, and/or significant experience working in a similar role, guided by social justice philosophies.

REQUIRED CRITERIA

1. Possession of an Australian Drivers Licence, and access to a car for out-of-office travel.
2. Use of personal mobile for two step authentication purposes as well as occasional out-of-hours contact by house hirers and contractors.
3. Some capacity for after hours and weekend work as negotiated and agreed to.
4. Current First Aid certificate and CPR certificate.
5. Provision of personal email address as required by some authorities e.g. ACNC
6. Reasonable physical fitness, such as the ability to move tables and chairs at the house.

TERMS AND CONDITIONS

All appointments are subject to:

- National Police Record check,
- Victorian Working with Children check and
- A probationary period of 6 months.