



NETWORK MANAGER POSITION DESCRIPTION

SEPTEMBER 2026

Position:	Network Manager
Reports to:	Network West Committee of Governance (CoG)
Hours:	30 hours per week – (Days/Times negotiable – some out of hours work may be required)
Contract:	Ongoing permanent part-time (subject to funding)
Award/EBA:	Neighbourhood Houses and Adult Community Education Centre (NHACE) Collective Agreement 2024 (in conjunction with SCHADS Award)
Classification:	Level 8.1 (\$68.49 p.h.)
Location:	Flexible/Hybrid Working from Home: Network West currently has part-time use of an office in the outer west of Melbourne (optional).
Conditions:	As per the NHACE Collective Agreement 2024
Probationary Period:	6 months
Commencement Date:	2 February 2027
Essential Requirements:	• Current Working with Children Check (or in the process of obtaining one). • Successful Police Check. • Proof of residency if not an Australian citizen. • Current driver's license and use of a comprehensively insured vehicle. Travel is reimbursed in accordance with the NHACE Collective Agreement 2024.

ABOUT NETWORK WEST

Our Vision: Collaborative, resilient and thriving neighbourhood houses in the West.

Our Purpose: Using a community development framework, Network West supports, strengthens and advocates for neighbourhood houses in Melbourne's West.

Network West is a small independent community organisation that supports 53 neighbourhood houses and community centres across seven local government areas (LGAs) in Melbourne's West: the Cities of Brimbank, Melton, Maribyrnong, Hobsons Bay, Wyndham, Melbourne and Moonee Valley. Our membership includes council-managed and community-managed centres and houses.

We are part of a broader network of 16 independent Networks working across Victoria.

Network West is governed by a Committee of Governance drawn from network members. The Department of Families, Fairness and Housing (DFFH) provides core funding through the Neighbourhood House Coordination Program ([NHCP](#)).

ROLE OF THE NETWORK MANAGER

The Network Manager is Network West's senior manager and sole operational employee. Whilst the Network Manager reports to the Committee of Governance, they have significant autonomy. An important part of the role includes visiting member houses and centres across the West, attending meetings, liaising with Managers and Committees of Neighbourhood Houses, and organising and facilitating local networks and events.

The Network Manager engages with the network and individual members to provide information, support, professional development and advocacy. The role includes working with our member organisations who are experiencing significant organisational risks and challenges at the governance and/or management level.

The role is responsible for fulfilling Network West's strategic directions, working with key stakeholders including DFFH and local government, promoting the Neighbourhood House sector and advocating key issues and policies, while complying with service agreements and managing the organisation's day-to-day operations. The Network West Committee of Governance delegates operational matters to the Network Manager.

MAIN DUTIES AND RESPONSIBILITIES

Member Support and Capacity Building:

- Respond in a timely manner to requests for individual support and resources from members.
- Promote and support effective governance practices, including providing individual governance advice and support to staff, boards and committees.
- Assess, document and monitor risks affecting Network West.
- Work collaboratively to develop proportionate responses for member organisations at risk with Managers, Committees, DFFH and other relevant stakeholders such as local government where appropriate.
- Build member capacity to align community development theory with practice.
- Identify and organise relevant events, training and professional development opportunities for member committees of management, staff and volunteers.
- Provide a platform for members to share best-practice examples, including forums and orientation bus tours.
- Organise and facilitate regular networking and peer events, e.g. Community Development Community of Practice, Managers Meet Ups, Emergency Relief Network and Governance Network.
- Attend and support LGA Neighbourhood houses/community centres clusters and networks.
- Provide up-to-date resources and information to members, including a regular newsletter to members and friends of Network West.
- Monitor and interpret relevant legislation, including industrial relations, policy, funding guidelines and sector developments; brief the Committee of Governance and members; and recommend organisational or advocacy responses.
- Oversee redevelopment and maintenance of the Network West website as a member resource and public-facing platform for non-member stakeholders.
- Conduct regular surveys and/or focus groups to ascertain member needs and up-to-date details.
- Travel regularly across the Network to meet with members and stakeholders.

Stakeholders and Partnerships:

- Build collaborative relationships with member neighbourhood houses and community centres.
- Work closely with DFFH central and regional offices (where possible).
- Engage and collaborate with local government and the peak body Neighbourhood Houses Victoria as appropriate.
- Participate and attend meetings of the Combined Statewide Networkers Group.
- Represent Network West and its members at relevant regional and statewide forums, seminars and events.

Advocacy:

- Mobilise members and key stakeholders to address common themes and issues affecting Neighbourhood Houses in Melbourne's West.
- Advocate for our membership to local government where appropriate.
- Participate in statewide campaigns and advocacy.
- Promote and advocate for the Neighbourhood House sector and our members.

Day-to-Day Operations:

- Coordinate regular Committee of Governance (CoG) meetings and keep the committee informed about relevant sector and member issues as well as support the Committee to carry out its governance functions.
- Organise the Annual General Meeting and prepare the Annual Report in consultation with the Committee of Governance.
- Coordinate the development, implementation and review of Network West's strategic plan and workplans in consultation with the Committee of Governance and member houses and centres.
- Assist the Committee of Governance to develop and regularly review policies and procedures.
- Produce and report against an annual operational plan and DFFH workplan.
- Manage funding and service agreements and submit all accountability and compliance requirements.
- Maintain current mailing lists and up to date contacts.
- Develop and maintain administrative and operational policies and procedures.
- Manage all administrative processes, including membership fees and invoicing.
- Seek funding for activities where appropriate.
- Recruit and supervise any contractors, staff and volunteers engaged by Network West in the future. (Network West currently has no staff or volunteers requiring supervision).
- Ensure that Network West activities, events, information, policies and procedures are as inclusive as possible of all cultures, genders, sexualities and abilities.
- Participate in annual performance reviews undertaken with the Committee of Governance.

Financial Management:

- Manage day-to-day expenses and invoices.
- Develop the annual budget with the Bookkeeper and Treasurer for approval by the Committee of Governance.
- Ensure regular financial reporting to the Committee of Governance and funders as required.

KNOWLEDGE, SKILLS AND EXPERIENCE**Leadership and Organisational Management**

- Demonstrated experience managing an organisation or working in a senior management role, within a community-based or not-for-profit organisation.
- Experience recruiting, supervising and supporting staff and volunteers, and managing external contractors.
- Strong organisational, time-management and prioritisation skills, including the ability to work autonomously and manage competing responsibilities.

Community Development and Sector Knowledge

- Knowledge of Neighbourhood House sector.
- Understanding and commitment to, community development principles and their practical application.
- Knowledge and experience of how to engage and mobilise stakeholders, develop collaborative partnerships, and advocate effectively on shared issues and campaigns.

Governance, Risk and Policy

- Sound knowledge of governance principles and experience supporting and resourcing a volunteer Committee of Governance.
- Demonstrated capability in identifying, assessing and managing organisational risks.
- Experience developing, implementing and reviewing organisational policies and procedures.

Financial and Resource Management

- Demonstrated financial management capability, including:
 - managing day-to-day financial processes including banking (preferably knowledge of using Xero or similar cloud-based accounting)
 - preparing and monitoring budgets;
 - meeting funding and acquittal requirements;
 - interpreting financial reports, including profit and loss statements and balance sheets.

Communication, Facilitation and Stakeholder Engagement

- Highly developed written and verbal communication skills, including the ability to prepare clear reports, newsletters, correspondence and stakeholder communications.
- Knowledge and ability to build and maintain constructive relationships with diverse stakeholders, including government, community organisations, funders and sector partners.
- Experience and skills in planning and facilitating groups, meetings, training sessions, events and/or collaborative activities.
- Demonstrated conflict-resolution skills and the capacity to manage complex or sensitive situations with professionalism, discretion and confidentiality.
- Demonstrated experience planning and coordinating events.

Digital Capability:

- Proficiency in Microsoft Word 365 suite, social media and online communication and event-management platforms.
- Experience using platforms such as Mailchimp, SurveyMonkey and Humanitix, (or the demonstrated ability to quickly learn comparable systems). Awareness of AI platforms.

QUALIFICATIONS

Tertiary qualifications in community development, social work or a relevant discipline with a minimum 5 years' experience and/or significant experience in community management and community development.

KEY SELECTION CRITERIA

Applicants should address the following key selection criteria individually:

1. **Leadership and organisational management**
Demonstrated experience managing, or in a senior management role, within a community-based or not-for-profit organisation, including managing competing priorities and working effectively with a high degree of autonomy.
2. **Community development and sector engagement**
Demonstrated understanding of community development principles and the ability to apply them in practice, together with knowledge of Neighbourhood Houses or a comparable community sector.
3. **Stakeholder relationships, partnerships and advocacy**
Demonstrated ability to build productive relationships with diverse stakeholders, develop partnerships, mobilise collective action and advocate effectively on shared priorities.
4. **Governance, risk and policy capability**
Demonstrated knowledge of good governance, risk management and organisational policy development.
5. **Financial management**
Demonstrated experience managing organisational finances, including budget preparation and monitoring, funding compliance, day-to-day financial administration and oversight as well as interpretation of financial reports.
6. **Communication, facilitation**
Highly developed written, verbal and interpersonal communication skills, including newsletters (or similar), presentations report-writing and group facilitation.
7. **Complexity management & conflict resolution**
Demonstrated ability to manage complex, sensitive or conflict-related situations professionally and confidentially.
8. **People, projects and event management**
Demonstrated experience planning and delivering projects, training and events. Experience managing/overseeing staff, contractors and/or volunteers.
9. **Digital capability**
Demonstrated proficiency in use of Microsoft Word Suite and other online communication, survey and event-management platforms e.g. Mailchimp, Canva, Humanitix. Awareness of AI platforms. Experience in website management is desirable.

IMPORTANT APPLICANT INFORMATION

Applications Close:	9:00 am, Monday, 26 October 2026
Applications should be sent to:	info@networkwest.net
Key Selection Criteria:	Applications that do not address each Key Selection Criteria individually will not be considered.
Referees:	A minimum of 2 referees
Commencement Date:	Commencement: 2 February 2027.
Diversity:	We value the skills, experience, perspectives and lived experiences that people from diverse backgrounds bring to our workplace. We welcome applications from people of all abilities, identities, genders, backgrounds and circumstances, and are committed to an inclusive and equitable recruitment process where candidates are assessed on their capabilities, experience and suitability for the role.

For further information on Network West:

Network West Strategic Plan 2026 -2029: [HERE](#)

Network West Annual Report 2025/2026: [HERE](#)

Network West July/August 2026 Newsletter: [HERE](#)

For a confidential call or further information contact:

Tania Phillips, Network Manager: 0437 644 050 or Karen Ingram, Network West Chair: 0414 865 018