



CAN Community Support Carlton

Administration Officer

Location:	180 Palmerston Street, Carlton
Reporting to:	CAN Community Support Executive Officer
Hours per week:	23 (including minimum Tuesday to Thursday 10am – 2pm on site in Carlton)
Tenure:	12 months parental leave replacement
Date created:	September 2026



CAN Community Support (CCS) is the community service arm of the Carlton Uniting Church, Church of All Nations (CAN) Parish Mission. The Parish Mission is a vibrant and growing community in Carlton and neighbouring suburbs, grounded in the values of justice, openness and hospitality. The Church and its Community Support Centre are located on the edge of the Carlton Housing Estate.

As a part of the Parish Mission, the primary purpose of CAN Community Support (CCS) is to ensure the most vulnerable people in the Carlton community are cared for in ways that reflect the values of the Gospel, by offering dignity, respect and compassion. CAN Community Support employs 6 part-time staff, 3 casual staff, and uses over 80 volunteers on a weekly basis.

The programs offered by CAN Community Support include family learning, homework clubs, women's groups, meals, emergency relief and advocacy support. The Centre is host to numerous self-help groups each week, and is the base for training events and learning groups.

Purpose of the role

The Administration Officer supports the day-to-day administration of the Congregation and CAN Community Support. The role is the first point of contact for members of the public, clients, visitors and room users, and provides practical administrative support to staff and organisational functions as required.

Child Safe Organisation

CAN Parish Mission, including CAN Community Support is a child safe organisation. All who work or volunteer at CAN are required to:

- Undertake to observe the Uniting Church's Keeping Children Safe Policies and procedures.
- Undertake to cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Have a current Working With Children Card registered with Uniting Church Synod of Victoria and Tasmania and CAN Community Support

Key Selection Criteria

Minimum 2 year experience in a reception and administration role

Essential Skills and Experience

- Extensive experience in an office environment with exposure to reception, room bookings, and interaction with walk-in clients as well as developing administrative systems.
- A pleasant and cooperative phone manner
- Experience with booking and reminder systems
- Experience managing office supplies.
- Experience maintaining and updating social media platforms within an organisation
- Excellent attention to detail
- Proficiency with computers, and skills in Microsoft Office Applications and data collection systems.
- Experience in the use of email.

Experience in bookkeeping and use of Xero accounting software.

DESIRABLE

- Experience with administration in a church or small NFP context.

Key Accountabilities	Key Activities
Managing reception tasks	Welcoming clients, visitors and room users to CAN with a professional and friendly manner Answering phone calls for the Congregation and Community Centre. Providing accurate information, taking messages, and redirecting calls where required Intake and booking appointments for CCS programs with clients from diverse backgrounds. Managing post -sending and collecting mail from the PO box weekly
Providing administrative support for the Centre	Monitoring and ordering supplies for the centre, including stationery, printing and cleaning supplies Maintaining a tidy administrative space, including managing the tidying, placement, and storage of furniture, teaching equipment, stationery and general supplies Updating the asset register and arranging repairs / maintenance of any equipment
Managing room bookings	Responding to queries regarding bookings for Church and Centre in a prompt and timely manner including walk through of bookable spaces. Entering bookings into the booking system, and communicating with user groups, including gathering of user public liability insurance information. Invoicing user groups, and following up payments. Communicating with the cleaner regarding room usage and cleaning schedules

Key Accountabilities	Key Activities
Supporting the EO with administration of finances	Uploading invoices for payment into the accounts system (Xero) Preparing invoices for clients and user-groups Assisting with tracking receipts and donations Banking the church offering and other cash / cheque donations.
Marketing and Social Media Support	Updating social media platforms for the Congregation and CAN Community Support. Development of flyers for events. Desktop publishing for newsletters and appeals.
Providing administrative support to EO, staff and Church Leaders	Participating in CCS staff meetings, and supporting the work of colleagues Assisting with photocopying, preparing documents, filing and sourcing information. Supporting conversion to online and digital administrative systems. Updating contact details for local agencies and contacts Managing data management and administration related to volunteers, donors and key stakeholders. Any other tasks as directed by the Executive Officer
Supporting the Church Treasurer in financial, rental and maintenance duties	Receiving invoices and checking validity with the Treasurer Making payments or countersigning payments in the CAN Bendigo Bank account – 2 to sign Regular review of Xero financial system to upload invoices and reconcile transactions against cost codes Report maintenance items or issues to the maintenance officer and assist trades people as needed Assisting CAN-CCS Benefit Concerts by – creating event posters, arranging ticket sales, arranging advertising and supporting the event on the day (1 per year) Other tasks within scope of PD as directed by the Treasurer

Key Accountabilities	Key Activities
Supporting CAN congregation	Passing mail or other matters to CAN minister, Church Council Secretary or Treasurer as needed. Liasing with CAN Roster organiser and creating the CAN weekly church bulletin, ; emailing the Bulletin to registered members on Thursday afternoon Printing and distributing allocated coloured hard copies. Add archived bulletins to the Church web site each week Create and distribute weekly pew sheet.