



JOB DESCRIPTION

Position Name	Community Centre Manager
Location	190-192 Military Road Neutral Bay NSW 2089
Award	Social, Community, Home Care and Disability Services Industry Award
Remuneration	SCHADS Award Level 4, Pay Point 1 (including Annual Leave, Sick Leave, Superannuation)
Type	Permanent Part Time – 30 hours per week
Hours	6 hours per day x five days per week (Monday to Friday) Centre opening hours 8.30am - 3pm (includes half an hour lunch break)
Reporting Line	President, Neutral Bay Community Centre Inc.
Direct Reports	Assistant Manager Community Centre Volunteers Instructors/Facilitators
Review	Annually
Date	October 2026
Version	V 5.1 October 2026

Job Summary

The Community Centre Manager is responsible for the overall management of the Centre and its operations. The role involves the coordination of all activities, financial administration, management of bookings, class scheduling as well as the recruitment of volunteers. The Centre Manager is also responsible for driving and implementing the strategic plans of the Board. It is a vital role within a vibrant community.

This person is the face of Neutral Bay Community Centre and central to the day-to-day operation and administration of the Centre. Reporting to the President, the Community Centre Manager works collaboratively with the Assistant Manager, the Board and volunteers to drive the growth of the Centre.

Responsibilities:

- Manage the day-to-day operations of the Centre
- Support the Assistant Manager, Instructors and Volunteers
- Develop and manage the Centre's policies and procedures

- Contribute to the Strategic Plan, including reporting and implementation of decisions made by the Board
- Operation and management of membership accounting and booking software
- Oversee marketing and communications, including social media, monthly newsletter, website etc.
- Oversee the management of the Community Centre's IT systems in conjunction with external IT Support Contractors
- Manage the coordination and delivery of the Community Centre's existing programs and events and identify opportunities for future growth
- Prepare monthly report for Board meetings
- Promote programs and activities to increase engagement and participation by members
- Liaise with key stakeholders, including members, volunteers, local businesses and key government departments, including North Sydney Council
- Recruit, induct and support new and existing volunteers and coordinate volunteer roster
- Identify opportunities to secure financial grants and/or sponsorships, and work with Board members or community volunteers on submissions
- Develop, review and maintain organisational policies and Standard Operating Procedures (SOPs) to ensure consistent and compliant Centre operations
- Prepare and submit the annual operating budget to the Board for approval, including monitoring expenditure throughout the year and reporting on variances
- Complete monthly accounting journal entries and reconciliations to maintain accurate and up-to-date financial records

Skills, Experience and Attributes:

- Ability to lead, manage, develop and inspire staff, volunteers and members
- Strong interpersonal and communication skills with the ability to engage with all stakeholders
- Strategic thinker with the ability to build organisational capacity and pursue opportunities as they arise
- A genuine desire to make a difference in the local community
- Experience in computer-based financial management systems, e.g. Xero or MYOB
- Previous experience (paid or voluntary) working in a community-based or not-for-profit organization will be well regarded
- Ability to work in a vibrant environment with limited support and an ability to prioritise and manage multiple tasks

Key Performance Indicators (KPI):

- Maintenance of a clean, welcoming and friendly environment for members
- Maintain a sufficient number of suitable, satisfied and trained volunteers
- Data entry for all systems accurate and up to date by COB Friday
- Efficient delivery of the Centre's programs and events
- Adherence to and maintenance of the Centre's operating procedures
- Newsletter published/distributed in the first week of the month



Neutral Bay
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- Timely resolution of systems problems (Wix, Xero, Canva, Windows & POS)
- Submission of monthly board report 48 hours prior to board meeting
- All policies and SOPs reviewed and updated annually, or as required
- Manage the preparation of annual budget and submission to the Board for approval by end of March
- Monthly journals and reconciliations completed prior to the board meeting