

Position: Administration Officer - Torquay Community House
Reports to: Torquay Community House Coordinator
Hours: Part-time - 15 hours per week
Classification: Neighbourhood House and Adult Community Education Centres Collective Agreement 2016 SCHCADS Level 2 Pay Point 1.
Conditions of Employment: Neighbourhood Houses & Adult Community Education Centres Collective Agreement 2016.

Organisational Context

Torquay Community House Inc. (TCH) is located on Wadawurrung Country and provides a welcoming environment in which the development and enrichment of the lives of people in its local communities are supported and facilitated.

TCH is a not-for-profit organisation governed by a community-based Board of Management. The House provides avenues of support and activities for community groups which promote and model supportive and caring behaviours across all demographics, where people are engaged, respected and in charge of their futures.

Torquay Community House is funded under the Victorian Department of Families, Fairness and Housing (DFFH) Neighbourhood House Program and operates under the Victorian Government's Neighbourhood House Co-ordination (NHCP) Guidelines. Torquay Community House is a member of Neighbourhood Houses Victoria (NHVic) and a member of Neighbourhood Houses Barwon (NH Barwon).

Values

Our values are the tools we use to create the workplace and community culture we want. In everything we do, we:

- Make decisions based on community development principles and social justice
- Believe in and practice respect, equality and inclusion
- Provide a safe and healthy environment
- Embrace new ideas and better ways to work
- Always put people at the centre of our organisation.

Torquay Community House Relationships/Networks

- The Torquay Community House is funded by the DFFH.
- Affiliated associations range from the local Surfcoast Network of Neighbourhood Houses, Neighbourhood Houses Barwon, Neighbourhood Houses Victoria and Surfcoast Shire.
- The Torquay Community House networks with and maintains partnerships with a wide range of public and not-for-profit community organisations, both locally and in the Geelong region.

Position Objective

- To support the Torquay Community House Co-ordinator across all areas of office co-ordination and program administration.
- Reporting directly to the Co-ordinator this role will be responsible for all day-to-day administration of TCH.

Key Accountabilities

- Show strong initiative and the ability to adapt to a varied workload in line with the Victorian Government's Neighbourhood House Co-ordination (NHCP) Guidelines.
- Actively prepare for and participate in professional development as required by the Board and Co-ordinator including performance appraisal processes.
- Demonstrate a commitment to continuous quality improvement and achievement of excellence in service delivery.

Key Responsibilities

- Responsible for the day-to-day administration requirements of TCH.
- Answer and attend to all phone and in person enquiries at TCH
- Purchase office and TCH supplies
- To work alongside and support TCH volunteers including office volunteers
- Reconcile payments, cash float & banking. Upload data into financial software under the direction of the Bookkeeper and the Co-ordinator
- Schedule and provide documentation for TCH programs and room bookings at TCH
- Assist the TCH Coordinator with specific administrative and community development activities requirements as directed
- Organise and maintain documentation for TCH volunteer program
- Maintain and input TCH membership database and mailing lists
- In consultation with the TCH Co-ordinator, seek to improve administrative systems and processes.

Key Selection Criteria

Essential

1. Demonstrated experience in the day-to-day operation of a not-for-profit organisation
2. Demonstrated experience working with a team of paid and unpaid workers
3. Proven administrative and organisational skills, including ability to balance priorities and meet deadlines
4. High level of computer literacy and demonstrated experience in using all Microsoft Office applications.
5. Demonstrated ability to work effectively both independently and as part of a team
6. Excellent written and verbal communication skills
7. Ability to multi-task and follow-up on enquiries
8. Excellent customer service skills with a friendly and a professional phone manner
9. Experience of working with people from diverse population groups.

Desirable

1. Experience in or the ability to learn financial software packages.
2. Certificate III Community Services or 2 years' experience working within the Neighbourhood House or community sector

Conditions of Employment

- A current Australian Driver's License
- Current Working with Children and Victorian Police Checks
- All entitlements as per the SCHADS Award
- 15 hrs per week - SCHADS Award Level 2 Pay Point 1 (\$29.12 per hour) + superannuation
- Family friendly work practice

Please supply a Resume, Cover Letter and Responses to all the Key Selection Criteria.

Forward to:

administration@torquaycommunityhouse.org.au

Applications close: 5pm Friday 10th September 2021.

Torquay Community House is located on Wadawurrung Country. We respectfully acknowledge Wadawurrung Traditional Owners and all First Nations Peoples and pay our respects to Wadawurrung Elders past, present and emerging.