



Span Community House Inc.
64 Clyde Street, Thornbury Vic 3071
(03) 9480 1364
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www.Spanhouse.org
ABN: 52 526 420 312
Reg. No: A0051048Y

Position Description

POSITION TITLE:	Administration Officer
CLASSIFICATION:	Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016. Schedule 3B, Neighbourhood House Employees, Class 1 level 3, 1 st Year.
SALARY:	\$1,035.82 per week (pro rata).
HOURS OF WORK:	0.70 / 26.5 hours per week. Days to be negotiated.
CONDITIONS:	This position is subject to continued funding of programs.
LOCATION:	Span Community House, 64 Clyde Street, Thornbury Vic 3071.
REPORTS TO:	Manager, Span Community House.

POSITION PURPOSE

To provide administrative support for Span Community House. Programs include: fee for service, Adult Community and Further Education (ACFE), Home and Community Care (HACC), Commonwealth Home Support Program (CHSP), volunteer program, community activities and venue hire. To provide administration support to the manager and other staff, undertake reception duties, organise venue hire and provide support to volunteers who undertake reception and administrative duties.

ORGANISATION OVERVIEW

Span Community House is an independently run, not for profit, non-government, incorporated association, providing quality, low-cost, educational, social, sustainable, recreational and community development programs and activities in response to community need.

MISSION

Span Community House seeks to contribute to the development of a sustainable and connected local community through educational, support and recreational activities. Our staff and volunteers are committed to equal opportunity, diversity and community development.

KEY RESPONSIBILITIES

- Provide efficient and reliable administration of all programs and activities.
- Ensure all reception, administration, record management and organisational procedures are effective, accurate, comprehensive and continually improved.
- Support volunteers who undertake duties in reception and administration areas.
- Provide accurate and thorough information to the community on courses, programs and activities via face-to-face contact, phone, email, website and social media.
- Support the promotion of the organisation, courses, activities and programs via a range of sources.
- Support and assist the manager and other staff as required.
- Provide a welcoming and supportive environment for all community members, including those with special needs, in an empathetic, non-judgemental, non-critical manner.
- Organise venue hire, manage paperwork and scheduling, and liaise with external hirers.

DUTIES

General administration and reception

- With the support of volunteers ensure reception, kitchen, classrooms and outside areas are presentable and housekeeping is maintained.
- Lead the development and review of administrative systems and procedures.
- Liaise with IT support.
- Liaise with, and report to, Darebin Council staff and contractors regarding building maintenance.
- Respond positively to enquiries and provide accurate and thorough information on courses, programs and activities.
- If no reception volunteers on duty attend to reception and telephone.

Bookings, venue hire, timetabling

- Ensure all relevant paperwork is provided to and completed by hirers.
- Liaise with Darebin Council regarding Clyde Street hall hire.
- With the support of volunteers, liaise with the bookkeeper regarding invoicing for venue hire.
- Maintain a list of, and fees for hirers, for invoicing purposes.
- Monitor keys and security access for hirers and ensure processes are in place in case of emergencies or security breaches.
- Provide limited administrative support to programs and groups that utilise the venue as well as Span tutors.
- Support user groups and Span tutors / contractors with access to equipment.
- Undertake the administration and organisation of venue hire, including liaison with and induction of hirers, and access to the building and community garden for after hour activities.
- Undertake the timetabling of classes, activities, meetings and venue hire on the shared electronic calendar.
- Ensure rooms and other areas are set up as per hirers and Span program requirements.

Record keeping and data management

- Meet confidentiality and privacy provisions.
- With the assistance of volunteers, inform the bookkeeper and manager of fee payment anomalies.

- Assist other staff to ensure that ACFE, HACC and CHSP student administration meet funding body requirements.
- Ensure participants paperwork is organised and stored in the appropriate manner, for compliance for auditing purposes
- Provide data as required by manager and other staff.
- Lead the development, improvement and implementation of student administration policies and procedures.
- Liaise with agencies as required regarding enrolments and fees.
- With the assistance of volunteers liaise with software providers and Skills Victoria Training System (SVTS) for student reporting.
- Maintain current and accurate hard copy and electronic files.
- With the assistance of volunteers, monitor attendance of ACFE students and follow up on reason for absences.
- Participate in internal and external audits as required by management and funding bodies.
- Provide ACFE tutors with relevant paperwork and ensure all pre-accredited quality framework administration is completed and filed.
- Coordinate the moderation (review) of ACFE courses with the tutors. Provide certificates or statements of attainment, with the assistance of volunteers.
- Support reception volunteers with correct and accurate information around student enrolment, fees and record keeping.
- With the assistance of volunteers, undertake data entry on the student management system, for student record keeping and reporting.
- Undertake processing of enrolments and fee payments, or support reception volunteers with same.
- Collect and receipt participant fees via EFTPos or cash as required.
- Assist with developing and implementing effective and efficient record keeping for other programs within the organisation.

Publicity and promotion

- Ensure accuracy of information on the website, social media, flyers and brochure.
- Assist in the management of the website if required.
- As required lead and liaise with tutors, staff, designer and printer for the bi-annual course brochure.
- Maintain accurate and up to date contacts list both address and email, for students and other relevant stakeholders.
- Seek promotional opportunities in liaison with other staff and volunteers.
- Support the production of publications and promotional material as required.
- With the assistance of volunteers, prepare and support the promotion of the organisation, courses, activities and programs via a range of sources.
- Undertake the weekly submission to the local Leader newspaper.

Volunteer and administration work placements support

- Support administration and reception volunteers and work placements in administration procedures.
- Support reception volunteers with appropriate responses and actions on student enrolment and enquiries.
- Undertake the delegation of tasks to reception volunteers and work placements.
- Undertake the induction of other relevant volunteers in administration procedures and systems.

- Undertake induction and training in administration procedures.
- Update staff and volunteers when new programs are introduced or administration systems put into place.

Other

- Assistance with and attendance at monthly Agg Street (a local public housing estate for older people) lunches and activities. This program is for residents who require connections and support.
- Assistance with preparation of curriculum and twice yearly brochure.
- Ensure compliance with Span's policies and procedures.
- Contribute to, and in some cases lead, the development, implementation and review of policies and procedures.
- Ensure professional, effective and accurate communication with tutors, staff, volunteers, hirers and other stakeholders.
- Assist with developing and maintaining a positive social and supportive atmosphere at Span, with participants, community members, staff and volunteers.
- Liaise with other Neighbourhood Houses and service providers as required.
- Participate in and identify personal development and training opportunities.
- Participate in information sharing between staff and other stakeholders.
- Participate in regular performance appraisals.
- Participate in regular staff and other meetings.
- Participate in Span's strategic planning processes as required.
- Provide event management support.
- Provide assistance to the Board of Directors as required.
- Support and supervise student administration work placements as required.
- Support the manager, other staff and the Board with administrative tasks and reporting as required.
- Undertake other duties as directed.
- Undertake higher duties if required.

SELECTION CRITERIA

Essential

- Proven administrative skills and experience.
- Proficiency in Microsoft office programs, internet and email.
- High level and accurate communication skills both written and verbal in a pleasant and positive manner.
- High level accuracy in data entry and reporting systems, as well as working with hard copy documents.
- Demonstrated capacity to manage multiple tasks, ability to plan and prioritise work load, time management skills, ability to work to tight deadlines and within budget.
- Ability and willingness to contribute to a pleasant and positive work environment including establishing rapport, empathy and welcoming diversity.
- Ability to work independently and as part of a team.
- Ability to react positively to organisational and external environmental change.

Desirable

- Proficiency with student management systems (preferably Vettrak) or demonstrated ability to learn new programs.
- Proficiency in google apps, particularly google calendar.
- Familiarity with social media and websites and/or willingness to explore its use within our setting.
- Knowledge of pre-accredited training and the Learn Local sector or demonstrable interest in acquiring this knowledge.
- Knowledge of IT systems, software, packages.
- Experience and confidence in preparing creative promotional materials.

EMPLOYMENT CONDITIONS

- Purchased leave is available.
- Police check.
- Working with children's check.

APPLICATION PROCESS

Closing Date: 22nd April 2018

Please email your application to manager@spanhouse.org

Essential selection criteria must be addressed. Details of at least two referees to be provided upon request.

For further information contact the manager on 9480 1364.