



## Administration Officer Candidate Information Pack

Building a strong and inclusive community in Surry Hills  
and promoting social justice, diversity and inclusion

February 2019

# The Opportunity

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- Work in the heart of Surry Hills! Amazing restaurants, boutiques and studios at your door step!
- At 30 hours per week, great working hours – get the life-work balance right!
- Very convenient location close to Central station
- Work in a beautiful building with an award-winning design
- Interesting and varied work

Surry Hills Neighbourhood Centre (SHNC) is a not-for-profit community service that has been operating in Surry Hills for over 40 years promoting social justice. SHNC is in a unique position to provide services and programs that engage with the varied community of vibrant Surry Hills.

As Administration Officer, you will play a key role in the smooth running of our organisation. Working with our small, dynamic team, you will take up a range of administrative and operational duties, supporting our management team, assisting with reporting and planning, and board liaison. You will be the public face of our centre, greeting visitors, taking phone enquiries and managing bookings for our room hire. You will also support our stakeholder engagement activities, social media presence and work on promotional initiatives.

To be successful in this role, you will bring experience and success in delivering high-quality administrative and marketing support, strong interpersonal skills and excellent computer literacy. You will enjoy working in a multi-faceted role, thrive on variety and be comfortable with deadlines. And you will enjoy being part of a small, collaborative team doing good things for the Surry Hills community.

We are an equal opportunity employer

## About Us

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Located in the landmark award-winning Surry Hills Library and Community Centre building (405 Crown Street), we are able to boast Sydney's most environmentally friendly community and child care facility.

We provide a range of services, including information and referral, advocacy, community development, and conduct a range of programs and groups, including English, IT and other educational and creative classes. Our Children's Services include Long Day Care (LDC) and Outside School Hours Care (OSHC). Surry Hills Neighbourhood Centre produces the Surry Hills Festival and the Surry Hills Market.

Our Centre is governed by a volunteer governance board who are committed to ensuring that the service adheres to the highest standards of service provision and operates in a just and ethical manner. Being a not-for-profit organisation means that all proceeds go back into the Centre, working to improve outcomes for people and providing ongoing professional support for the community.

We have a small, friendly and professional team committed to social good for the Surry Hills community and beyond. We work with our clients and other stakeholders in a respectful and supportive manner. We mirror this in the way we work with each other – with respect and collaboration and supporting one another by rolling up our sleeves up when needed.



More information:

[www.shnc.org](http://www.shnc.org)

[www.childrengroups.shnc.org](http://www.childrengroups.shnc.org)

# Position Description

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<b>Job title</b>	<b>Administration Officer</b>
<b>Date</b>	February 2019
<b>Reports to</b>	Surry Hills Neighbourhood Centre Manager
<b>Team work</b>	Work with coordinators in a collaborative way.
<b>Conditions of Employment</b>	On-going contract
<b>Hours</b>	30 hours per week, some out of hours work as negotiated
<b>Award and Level</b>	Social community, Home Care and Disability Services (SCHADS) award 2010  Level 3.1
<b>Conditions of Employment</b>	Wages are paid by EFT on a fortnightly basis. Any additional hours worked due to out of hours work or meetings are to be taken as time in lieu A three- month probationary period

## Primary Purpose of Position

This position is responsible for the administration of the office and the programs developed and implemented by Surry Hills Neighbourhood Centre (SHNC).

The work includes undertaking a wide variety of administrative tasks in support of both the Executive and operational teams. The position is also responsible for the maintaining records, reporting to the Board and liaising with the Centre Manager to comply with regulations and implementing policies.

*The post holder will work collaboratively as part of the management team with a focus on strategic directions, organisational capacity building and future development of the service. To succeed in the role the candidate will need high level computer, written and verbal communication skills.*

## Responsibilities & Main Duties

In accordance with SHNC policies and procedures and program processes and systems:

Responsibility	Main Duties
<b>Planning, budgeting and reporting</b>	<ul style="list-style-type: none"> <li>• Actively participate in the development, monitoring and facilitating implementation of the SHNC's programs and reporting requirements</li> <li>• Participate in the development of plans for service expansion and improvement, prepare tenders, funding proposals and submissions</li> <li>• Investigate new sources of income and resources to facilitate the growth and development of the service and its programs.</li> <li>• Identify and engage in applying for grants and other funding applications</li> <li>• Participate in the implementation of risk management processes</li> <li>• Prepare and present reports to the Manager and Governance Committee and following up actions from meetings</li> </ul>
<b>Co-ordinate service delivery and development</b>	<ul style="list-style-type: none"> <li>• Oversee development and implementation of SHNC promotional strategies and tools and use of social media, in collaboration with the management team</li> <li>• Oversee day to day operations of services, ensuring that all programs, services and activities are, implemented and supported to be accessible.</li> <li>• Support processes to encourage and develop cross program and cross Centre services.</li> <li>• Contribute to the development and review procedures and policies for all aspects of service delivery in consultation with the team.</li> <li>• Handle complaints and client issues in programs as part of the management team.</li> <li>• Develop and maintain knowledge of policy, reform and program development issues in SHNC service and program areas.</li> </ul>
<b>Networking, communications and partnerships</b>	<ul style="list-style-type: none"> <li>• Oversee and coordinate collaborative approaches across SHNC in development of marketing strategies for the organisation</li> <li>• Liaise with contracted media and marketing company to facilitate planning for SHNC's marketing promotional strategies</li> <li>• Seek input from internal stakeholders on communications strategies, communicate with key stakeholders, other service providers and community to develop a collaborative approach to communications.</li> <li>• Develop and provide content key to SHNC's profile communications tools including newsletter, flyers, social media and other key communications</li> <li>• Keep up to date with program changes and new initiatives from government, community and business organisations</li> <li>• Interact in a positive way and develop positive relationships</li> <li>• Participate in the development of strategic relationships and partnerships with services and agencies share the values of SHNC</li> <li>• Provide support in community events that promote ideals of co-operation, diversity, social inclusion and participation.</li> </ul>

Responsibility	Main Duties
<b>People management and team work</b>	<ul style="list-style-type: none"> <li>• Participate in volunteer recruitment.</li> <li>• Participate in supervision, support and training opportunities.</li> </ul>
<b>Responsibilities in providing positive, collaborative and respectful work place</b>	<ul style="list-style-type: none"> <li>• Take an active role in building a positive work culture and build the wellbeing of staff and staff morale.</li> <li>• Promote and actively model Surry Hills Neighbourhood Centre values, core principles and code of conduct to all staff, clients, partners and stakeholders</li> <li>• Work actively and collaboratively to assist the team to achieve their work objectives</li> <li>• Interact with community members and visitors to the center in a respectful manner.</li> </ul>
<b>Active participation in the organisation</b>	<ul style="list-style-type: none"> <li>• Participate in the implementation of policies and procedures at organisational and program specific levels and work to ensure Surry Hills Neighbourhood Centre is compliant with organisational policies and procedures and compliance with Work Health and Safety, Child Protection, Equal Employment Opportunities and other legal requirements.</li> <li>• Take reasonable care of the health and safety of self and others</li> <li>• Co-operate with the Board and Surry Hills Neighbourhood Centre Team in to comply with Work Health and Safety requirements. Including liaise with others to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation.</li> <li>• Actively participate in professional development and training and in Surry Hills Neighbourhood Centre staff meetings and staff development activities.</li> </ul>
<b>Day-to-Day Activities</b>	<ul style="list-style-type: none"> <li>• Greet clients, prepare spaces, and assist with building maintenance and security.</li> <li>• Provide information and referral, answering enquiries (face to face, phone and email).</li> <li>• Manage venue bookings, including invoicing and payments.</li> <li>• Organise classes - managing enrolments and liaising with tutors and students.</li> <li>• Assist with program delivery: design, promotion, enrolment and evaluation.</li> <li>• Assist with grants research and writing.</li> <li>• Assist with writing reports to the Governance Board and local and state governments.</li> <li>• Undertake administration of online marketing platforms, including subscribers' database, website and social media.</li> </ul>

## Selection Criteria

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### Essential Criteria

1. Commitment to the values of SHNC
2. Demonstrated ability to provide high quality administrative support across the organisation and to positively contribute to the leadership team in a small Not For Profit organization
3. Experience and capacity to establish sustainable partnerships and participate effectively in networks
4. High level skills in resourcing, developing and supporting staff to create effective teamwork
5. Highly developed oral, written, and interpersonal communications skills
6. Highly developed organisational and time management skills
7. Demonstrated skills in strategic program planning and program evaluation
8. Demonstrated skills in writing grant and funding applications
9. High level IT skills in particular Office and a wide range of web, social media and paper based communication and promotion tools

### Desirable Criteria

1. Knowledge of NSW government funding policies and Family and Community Services frameworks and programs
2. Experience in development and implementation of marketing strategies and website and social media content management
3. Knowledge of WHS requirements and risk management planning or willingness to learn

# How To Apply

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Please apply in writing via email to:

Gillian Elliott  
Manager  
[manager@shnc.org](mailto:manager@shnc.org)

Include the following in your application:

1. A covering letter addressing the selection criteria (2 pages maximum)
2. Your full resume
3. Details of two referees – note, we will not contact your referees without prior discussion

If possible, please put your application into one document.

Applications close 5pm, 26 February 2019