

POSITION DESCRIPTION

Alma Road Community House (ARCH) Administration Officer

Position Title:	ARCH Administration Officer
Classification/Award:	<i>Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)</i>
Remuneration:	SCHCADS Level 3.1 and access to salary sacrifice
Employment details:	— Six (6) month Paternity Leave cover position at Alma Road Community House (ARCH), 200 Alma Road, East St Kilda. The position is 0.6 FTE (22.8 hours/week) over 3 days per week. Preferred days include Thursday and Friday.
Position reports to:	ARCH & Education Coordinator
Ordinary location(s):	St Kilda East. From time to time the incumbent may be required to work from or be based at other PPCG sites or service delivery locations.
Date:	April 2025

ORGANISATION OVERVIEW

The Port Phillip Community Group (PPCG) is a provider of welfare and support services, community development, financial counselling, recreation, and skills development and pathways to further education and employment in the City of Port Phillip. Operating from three main sites in the City of Port Phillip – St Kilda, East St Kilda and Port Melbourne, more than 30 volunteers and staff work in partnership with the community to deliver positive outcomes for all members of the community. Further information about PPCG is available at www.ppcg.org.au

PPCG VISION, PURPOSE AND MISSION

Our Vision: *A fair, just and inclusive community.*

Our Purpose: *We support individuals, families, and communities to live with dignity and self-determination.*

Our Mission: *We provide responsive services in partnership with individuals, families, and communities to empower people to achieve their goals.*

PPCG SERVICES AND ACTIVITIES

The PPCG Service Model incorporates a client-centered, open-door policy combined with collaboration and partnerships that build on feedback from key stakeholders and community.

Services include:

- Information, referral, advocacy and support including emergency relief and material aid
- Financial counselling, tax help, and no interest loans
- Community engagement and inclusion through social, recreational and well-being groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion, and poverty.



PPCG VALUES

Respect	We treat all people and each other with dignity and respect.
Equity	We promote fair and equitable access to all our services and resources.
Inclusiveness	We embrace diversity, celebrate difference and encourage participation.
Empowerment	We work with individuals, families and communities to build on their strengths and to achieve their goals.
Accountability	We approach our work in open and transparent ways and encourage feedback to improve our services and resources.

POSITION OVERVIEW

The ARCH Administration Officer is the first point of contact with ARCH clients and community members and is pivotal in ensuring that everyone is responded to in a professional, confidential, dignified and friendly manner.

ARCH is a community space where people of all ages and abilities can meet and participate in a range of education, recreation and social activities and programs.

These ARCH Administration Officer role work closely with the ARCH & Education Coordinator and supports all administration of programs and services at ARCH. This includes responding to enquiries from potential and existing program participants, hire enquiries, liaising with providers of services to ARCH, accurate entry of information into student management systems. This role assists with marketing of programs using social media including Facebook, Instagram and webpages. Updating and distribution of program flyers and posters. This is a multi-faceted admin support role where every day is different.

KEY RESPONSIBILITIES include:

General

- Provide reception and attend to enquiries from clients, service users and the public - this includes face-to-face, online enquiries and phone calls.
- Ensure accurate and timely record keeping and data recording for clients attending

PPCG programs.

- Co-ordinate room bookings for public access and internal programs and activities.
- Enter and maintain all bookings on Student Management Systems, Outlook Calendar or other system, as agreed.
- Order and maintain office supplies and consumables.
- Undertake police checks for volunteers.
- Attending mandatory training as required and contributing to staff development and supervision.
- Make and confirm all bookings for programs and activities at ARCH, access the site, and send out booking confirmations and invoices/receipts.
- Liaise with PPCG finance re: booking deposits, invoices and receipts, and recording as required.
- Maintain booking and hire records for reporting purposes.
- In consultation with the manager, liaise with external organisations in relation to activities at ARCH.
- Ensure that PPCG, CoPP (City of Port Phillip) and other key community information, including the externally placed Street Food Pantry, is displayed internally or on notice boards and maintained.
- In consultation with the manager, assist with onboarding volunteers at ARCH.
- Maintain and monitor the site, including cleaning and maintenance, reporting issues and repairs to CoPP, safety and compliance standards, and maintain building manuals in consultation and collaboration with relevant CoPP staff.
- Contribute to marketing and promotional activities including draft, create and schedule social media posts and monitor relevant news and content
- Other relevant duties as directed.

OCCUPATIONAL HEALTH & SAFETY

- In consultation with the manager, ensure that ARCH relevant outreach sites comply with OH&S requirements and that the activities undertaken within the venues are always done so in a safe manner.

PROFESSIONAL DEVELOPMENT AND PERFORMANCE MANAGEMENT

- Actively participate in relevant professional development activities and individual performance plan and review.

KEY SELECTION CRITERIA

MANDATORY

- Certificate or Diploma in Business Administration, Community Development or similar or demonstrated experience in the sector.
- Demonstrated experience in administrative procedures and ability to use client databases and Microsoft Office packages such as Word, Excel and Outlook.

- Excellent written and oral communication skills.
- Excellent interpersonal skills with a demonstrated ability to relate positively and confidently with a wide range of people – even under pressure.
- Demonstrated ability to work autonomously, prioritise workloads and meet deadlines.
- Willingness to work within the core values, principles and code of conduct of Port Phillip Community Group, and ability to maintain an ethical, yet non-judgmental attitude towards clients and staff.
- Excellent organisational skills and ability to prioritise tasks in a busy environment.
- Strong attention to accuracy and detail.
- Demonstrated ability to maintain confidentiality in all matters.

DESIRABLE

- Knowledge of the community sector, Neighborhood Houses and/or Learn Local providers.
- Experience coordinating events and programs in a community sector.
- Victorian Drivers License.

PERSONAL QUALITIES

Resilience: demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.

Initiative and accountability: takes responsibility for actions and proactively implements processes and systems, and addresses issues in a timely and effective manner.

Empathy and cultural awareness: demonstrates an interest in and an appreciation of a range of cultures, and actively seeks to understand and effectively address the views and issues of others.

Continuous quality improvement: identifies continuous quality improvement opportunities and acts upon this when/where relevant.

Probation Period: appointment is subject to a satisfactory six-month probationary period.

ADDITIONAL NOTES

- All PPCG staff are employed under the *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)* in conjunction with the National Employment Standards (NES). The NES and the Award are not incorporated into this contract as the employer is already required to provide these terms and conditions to their employee.
- In addition, all employees of PPCG are bound by the properly approved policies and procedures of the organisation, which may be updated and/or varied from time to time.
- Up to date copies of the award, conditions of employment, policies and procedures are available on the shared electronic staff drive of PPCG.
- PPCG is committed to providing and maintaining a working environment which is safe and without risk to the health of its staff and service users. The organisation is a smoke- free workplace.
- Flexible working hours – staff may negotiate their hours of employment between 8:00am and 6:00pm, based on meeting operational needs of PPCG and its service users.

Offers of employment are contingent upon:

- A successful reference check (all positions).
- Non-adverse Criminal Record check (all positions) and Working with Children Check.
- Pre-existing injury: a full disclosure of any pre-existing injury (or injuries), illness or other health related issues that may impact the incumbent's ability to perform their role; or that may be affected by employment in this position.
- Fitness for work medical examination (specific positions).
- Holding and maintaining a valid 'Working with Children Check' (all positions).

PPCG reserves the right to terminate your employment without notice should you be found to have engaged in serious and/or willful misconduct.

PPCG is an equal employment opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve and in line with government policies.

HOW TO APPLY

Your application should comprise a cover letter which addresses the key selection criteria, together with an up-to-date resume, and send to Jane Coysh via email – jcoysh@ppcq.org.au using the subject line: ARCH **Administration Support Application**.

Note: We will be reviewing applications as they are received. Please apply now to ensure your application is considered.

Further information is available at www.ppcq.org.au