

Fitzroy Learning Network

POSITION DESCRIPTION

Position Title:	Administration Officer
Reporting to:	Executive Officer
Location:	198 Napier Street, Fitzroy
Date:	July 2010
Salary Range:	Educational Services (Post Secondary) Award 2010 \$45,344 to \$47,978

Vision, Purpose and Values

Vision

Our vision is of a community where people feel included and empowered.

Purpose

Our purpose is to open doors in our community by providing opportunities for learning and skills development; providing practical support and a welcoming environment.

Values

Compassion

To care for others, without judgement.

Collaboration

To encourage and support teamwork, to work in partnership with staff, volunteers, students, other agencies and organisations, to acknowledge your role and expertise and the role and expertise of others in achieving shared goals, acknowledge and celebrate our successes and learn from mistakes.

Respect

To treat all people fairly and with respect, seek different perspectives and approaches and show consideration for each others' ideas and contributions, provide and accept feedback constructively, take responsibility, make decisions, execute instructions, be accountable for one's own actions and get the job done.

Openness and Transparency

To communicate clearly, be prepared to listen, be honest and sincere and able to be trusted.

Learning

To acknowledge learning as a two-way process, encourage progression, evolution and independence.

Integrity

To live these shared values.

Organisational Environment

Fitzroy Learning Network (FLN) is a community based Neighbourhood House and adult learning centre located in Fitzroy. FLN aims to create multiple learning opportunities for learning at any stage of life for refugees and other newly arrived people within a supportive and diverse community, especially for people who are educationally disadvantaged.

Service delivery is supported by a large number of volunteers who undertake multiple roles.

Major services include English as a Second Language classes, computer classes, a Computer Clubhouse for young people, a refugee support program and a program for Over 55s. FLN prides itself on providing innovative programs as the need arises.

The network is governed by a Board and managed on a day-to-day basis by the Executive Officer.

The Network receives funding from the State Government supplemented by

- City of Yarra,
- Funding from philanthropic trusts,
- Fundraising and donations.

Position Purpose

To ensure effective administration of FLN programs and other activities.

Overview of responsibilities

- Respond to general enquires about the organisation and its services and programs.
- Overall administration of day-to-day activities of the Network.
- Assist and support various programs managed by the Network, including teaching programs.
- Management of information.
- Support the development of communications.
- Provide assistance and support to the Executive Officer.

Scope of Position

Administration of Day-to-Day Activities of the Network.

- Ensure information regarding classes/student attendance is passed on to relevant funding bodies and relevant agencies.
- Assist with the preparation of reports for funding bodies.
- Ensure all required records are completed for excursions.
- Source and manage the introduction of new technologies in the work place, including where appropriate the training of staff on these.
- Maintain records of group and individual programs.
- Provide support to the Volunteer Coordinator.
- Provide support to the Fundraising Committee.
- Administer event coordination.
- Record minutes for meetings.
- Update the register for feedback and continuous improvement at FLN.
- Diary management.
- Respond to general enquiries.
- Undertake other activities as required.

Assist and support various programs managed by FLN, including teaching programs.

- Maintain records of programs, enrolments, and attendance.
- Prepare class rolls for teachers.
- Maintain VetTrak program.

- Provide administrative assistance and support to the Volunteer Program.
- Provide administrative assistance and support to the Refugee Support Program.
- Provide assistance and support to other programs as required.
- Support the functioning of the staff team in program administration.
- Support teachers in providing information they may need.
- Assist in managing AQTF requirements.

Management of Information

- Maintain an information system that is effective and efficient.
- Maintain strategies for collection, analysis and use of information to achieve program objectives, management and reporting, and provision of planning data.
- Maintain database.
- Ensure information is recorded and distributed in a timely manner.

Support development of communications.

- Prepare newsletters, press releases and other publicity materials as required.
- Prepare articles for various community newsletters in relation to the Network.
- Assist in organising activities to increase the profile of the Network.
- Update and maintain the FLN website.
- Support the Fundraising Committee at various events.

Provide assistance and support to the Executive Officer.

- Report to the Executive Officer any issues pertinent to the day-to-day operation of FLN, including staff, clients and children.
- Participate in and support the development and implementation of Fitzroy Learning Network policies and procedures.
- Coordinate corporate partnership activities.
- Provide back up to the Executive Officer as needed.

Key selection criteria

- Strong background in administration, preferably in a community or non-profit organisation.
- Excellent communication and interpersonal skills, both verbal and written.
- Ability to work cooperatively and flexibly in a team environment.
- Ability to work on several tasks concurrently and prioritise delivery outcomes in a demanding environment.
- Experience in working with database programs and other electronic and paper-based records management systems.
- Ability to deal with difficult people or challenging situations.
- Good personal awareness, sensitivity to people's needs.
- Word/Excel/Outlook/Windows at an intermediate level.
- A willingness to work towards our vision and purpose.

Desirable but not essential:

- Understanding / knowledge of AQTF systems and standards.
- Knowledge of Vettrak.
- Previous experience in working with refugees and migrant communities.

Personal Attributes

- Highly organised

- Ability to prioritise and work efficiently
- Excellent customer service skills
- Professional yet approachable manner
- Flexible and willing to attend out of hours meetings and events as required
- Good attention to detail

Qualifications

- Certificate 4 or equivalent industry experience.

CONDITIONS OF EMPLOYMENT

- The position is full-time.
- Salary range \$45,344 to \$47,978.
- Conditions as per the Educational Services (Post Secondary) Award 2010.
- Three-month probation period applies.
- FLN is an equal opportunity employer and requires all staff and volunteers to contribute to the establishment of a safe and healthy work environment that is free from discrimination and harassment.
- A Police Check is required.