

## **Pole Depot Community Centre Incorporated**

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### **HOW TO APPLY**

#### **When applying for a position, you must:**

- write about your experience and skills. Please write about your experience and skills in each of the areas listed in the 'Selection Criteria'.
- provide the names of two referees and their contact phone number. A referee is someone who is familiar with your work.

If you are selected for an interview, and the interview panel is interested in offering you the position, we will first contact your referees to confirm your skills, abilities and experience.

- provide a copy of your resume.

If the above information is not provided, you may not be offered an interview, as the Interview Panel will be unable to determine your suitability for the position.

#### **Interview Panel**

An Interview Panel comprising three (3) members will be established to cull applications (select suitable applicants for interview), write the interview questions, interview applicants and contact referees.

The Interview Panel may consist of the Pole Depot Centre Director, a Pole Depot Board member and one other.

Pole Depot Community Centre abides by Equal Employment Opportunity principles. Each applicant will be treated fairly and in a non-biased way. Where any member of the Interview Panel knows an applicant, that member must disclose how they know the applicant. If the relationship between the parties is a conflict of interest and will influence the Interview Panel member's ability to provide a fair and non-biased opinion, the Interview Panel member will be replaced as soon as possible.

The Interview Panel has the discretion to interview applicants who may have not clearly addressed all the essential criteria, but have demonstrated potential to fulfil the criteria. This will give the interview panel the opportunity to more fully examine the applicant's credentials.

The Interview Panel will re-advertise the position if there are no applicants who fulfil at least the essential qualifications stipulated in the advertisement.

#### **Culling process for applications**

Once applications are received, and after the closing date, the interview panel will cull applications.

All applications will be treated as confidential and only members of the interview panel will view and discuss applications.

In culling applications, the interview panel will progressively exclude those applicants who do not adequately meet the requirements of the advertised position.

## **Overseas qualifications**

Overseas qualifications will be considered and accepted wherever possible and appropriate.

## **Interview process**

If you are selected for an interview, you will be informed, with reasonable notice, of:

- the time of the interview
- the approximate duration of the interview
- the number of people on the panel
- the place of the interview
- any expectations regarding examples of previous work, etc

Interview questions will be made available to interviewees ten (10) minutes prior to the commencement of their respective interview.

The interview questions will be standard for all interviewees and will be based on the selection criteria and the position description.

## **Decision-making**

The Interview Panel will decide the successful applicant. A member from the Interview Panel will contact the Referees of the successful applicant. The information received will be confidential and shared only with the Interview Panel.

A member of the Interview Panel will contact the successful Applicant. Once the position has been accepted, unsuccessful applicants will be informed of the outcome of their application.

## Office Co-ordinator

**All team members are employed by the Pole Depot Community Board. The aim of the Centre is to provide information, support, programs and referral and address the needs of the local community.**

**Responsible to:** Finance and Administration Manager

**Responsible for:** Overall co-ordination of the administration function of Pole Depot Community Centre

**Objective of service:** To provide efficient and effective administration support for the services of Pole Depot Community Centre.

### **GENERAL MANAGEMENT**

- Identify and recommend potential Board members to the Manager
- Involvement in development of strategic plan
- Include implementation of strategic plan objectives in annual program and work plans
- Contribute suggestions to policy and procedures development
- Provide administrative support input to the development of submissions/tenders where required
- Adhere to the administrative process of the Centre
- Adhere and respect the values, policies and procedures of the Pole Depot Community Centre Inc. (including Privacy and Code of Conduct)
- Actively contribute to meetings of the Centre
- Operate within the delegation matrix of Pole Depot
- Perform your duties in line with the expected team member conduct to be welcoming, caring, warm, helpful and friendly

### **PROGRAM MANAGEMENT**

- Develop and oversee organisational and service promotion
- Adhere to Quality assurance and quality management processes

### **HUMAN RESOURCES/PEOPLE MANAGEMENT**

- Human resource management in your team, in particular management, supervision, recruitment and team member development
- Implementation of OH&S and safe work practices in your team

### **SPECIFIC RESPONSIBILITIES**

- Development of the Administration team and liaison with other teams and team members of Pole Depot
- Team member management, support and day to day allocation of work and follow up to ensure deadlines are met
- Orientation for new Pole Depot Community Centre team members in organisational policies and procedures
- Recruiting, training and coordinating administration volunteers,
- Management of reception and administration relief,
- Training and monitoring of existing employees' skills, up skilling the team, identifying areas of interest and training needs

- Overseeing and support for our client management system and other software
- Liaison with the IT contractor and overseeing IT development and day to day IT support for Pole Depot team members
- Ensuring good communication across the organization to and from the Administration team
- Assist in the development and implementation of administration and other systems and processes across Pole Depot, with a focus on quality assurance
- Communication:
  - Development of organisation wide systems
  - Maintaining organisation wide systems
- Co-ordination of purchasing, including systems development and allocation of responsibilities

### **PROFESSIONAL DEVELOPMENT**

- Participate in regular supervision and development with Finance and Administration Manager
- Participate in professional development where appropriate

This list is not exhaustive; as a team member you will be expected to shoulder responsibility relevant to the position as directed by Centre Management as and when necessary.

## **ESSENTIAL CRITERIA**

- In depth knowledge and experience of Microsoft packages including Word, Excel, Outlook, Publisher & Powerpoint
- Good team leadership and support qualities
- IT knowledge for troubleshooting IT issues
- Change Management in relation to new software and training
- Experience in recruitment/training and monitoring an administration team
- Time management and work allocation and management skills
- Team member management

## **DESIRABLE CRITERIA**

- Web design and implementation
- Knowledge and experience in using client management software
- Assessment and training required for team members in use of computer
- OHS Consultation certification