



VOLUNTEER POSITION DESCRIPTION

NECCHI is committed to delivering bold initiatives to advance social justice and sustainability, and to make the Newlands and East Coburg Neighbourhood Houses the best they can be to support their communities. We believe that partnering with and supporting community groups helps us to deliver the most relevant and dynamic programs for our community.

NECCHI houses aim to be inclusive and respectful spaces where awesome things happen to build strong, happy communities.

Volunteers are important members of the NECCHI team and we value your time and contribution very much!

POSITION	Volunteer Office/Reception Assistant
LOCATION	Newlands Neighbourhood House 20 Murray Road, Coburg North 3058
REPORTING TO	Community Liaison Coordinator
DIRECT REPORTS	nil
HOURS	Minimum 1 morning/week (3hrs) Days/Times negotiable

IMPORTANT NOTE

The role of Office/Reception Assistant is a volunteer role. This means you are not an employee of, or contractor to, Newlands and East Coburg Community Hubs Inc. (NECCHI) and, if you accept the role, you will perform all duties on a voluntary basis and not receive remuneration or payment for your work

ROLE PURPOSE

What is the role trying to achieve?

The purpose of the Volunteer Office/Reception Assistant is to support the NECCHI Staff Team by welcoming visitors/participants to the House, performing general housekeeping duties, and completing basic reception and administrative tasks. It is important to NECCHI that all users of the facility are warmly welcomed, given information relating to programs/activities, and referred to other services, as required.

KEY ACCOUNTABILITIES	What will the role be responsible for delivering to the business/ what are the key measurable outcomes for the role?
<ul style="list-style-type: none"> • Be a point of contact for community members and visitors to the House • Complete basic reception and administrative tasks • Perform general housekeeping duties and ensure spaces are ready for daily activities • Contribute positively to the NECCHi team culture and uphold the values of the organisation 	

KEY RESPONSIBILITY AREA #1
Be a point of contact for community members and visitors to the House
<ul style="list-style-type: none"> • Treat all members of the public with respect and uphold the values of the organisation • Warmly welcome visitors, introduce yourself/them to others and direct them to rooms etc. • Answer general enquiries • Support participants to sign up for membership and/or enrol in programs

KEY RESPONSIBILITY AREA #2
Complete basic reception and administrative tasks
<ul style="list-style-type: none"> • Answer telephone calls • Email any messages to appropriate team member • Print & store attendance sheets - support Tutors/Group Leaders with recording attendance in accordance with office procedures • Check and update NECCHi noticeboards as directed • Ensure office space is tidy • Unpack and put away any deliveries • Take photos of activities periodically and email these to the Programs Coordinator (consent forms required for children) • Prepare basic Word and Excel documents as directed • Other duties as directed

KEY RESPONSIBILITY AREA #3
Perform general housekeeping duties and ensure spaces are ready for daily activities

- Ensure foyer and office is open, warm and ready for community - this includes lights, heating/cooling, cleanliness of spaces
- Ensure kitchen is clean and tidy
 - dishes washed/put away/dishwasher unpacked etc.
 - benches clean/wiped down
 - bins emptied (if necessary)
 - Tea/coffee stocked and milk available in fridge
- Bring bins in as required
- Vacuum and tidy common areas (Foyer/Lounge) as required
- Check SpacetoCo for days activities and ensure rooms are set up accordingly
- Print attendance records - Humanitix
- Check answering machine messages
- Water garden beds (if hot/as directed)
- Inform Community Liaison Coordinator of any cleaning, maintenance or OH&S issues
- Ensure toilet paper, soap dispensers, paper towel, hand towel, tissues etc. are stocked
- Other duties as directed

KEY RESPONSIBILITY AREA #4

Contribute positively to the NECCHi team culture and uphold the values of the organization

- Communicate effectively and respectfully with supervisor, team and community members
- Follow written and verbal instructions of supervisor and be responsive to day-to-day operational needs and requirements
- Maintain privacy and confidentiality
- Actively participate in NECCHi staff team meeting at least once per quarter
- Attend induction and training activities as required

KEY SKILLS, ATTRIBUTES AND COMPETENCIES TO BE SUCCESSFUL IN THE ROLE

- CUSTOMER FOCUS – A commitment to creating inclusive, welcoming and safe internal and external community spaces
- ORGANISATION - Ability to be punctual, manage time effectively and prioritize tasks
- TEAM - Ability to work effectively under supervision and to contribute to a positive, inclusive and supportive team culture
- PHYSICAL REQUIREMENTS – Physical stamina and strength to fulfill housekeeping duties involving walking, standing, using equipment such as a vacuum, using their hands and lifting.
- DIGITAL LITERACY & TECHNICAL SKILLS – Ability to use a computer, mobile phone and office equipment e.g. printer/scanner and good working knowledge of Microsoft Office 365.
- ENGLISH PROFICIENCY & FLUENCY – Ability to answer telephone calls, respond to verbal and written enquiries, write emails and read/interpret policies and procedures etc.

QUALIFICATIONS AND EXPERIENCE	What must you bring to the role?
<ul style="list-style-type: none">■ A positive and friendly disposition■ A commitment to supporting a respectful, inclusive, safe and welcoming environment■ Very good communication and interpersonal skills■ Reliability and flexibility■ Ability to work in a team and complete tasks independently■ Good digital literacy skills (Microsoft 365 and aptitude for using a range of software packages/applications)■ Current Working with Children Check■ Current National Police Check (issued within last 6 months)	