



Position Description  
**Programs, Marketing &  
Administration**  
August 2024

**EMPLOYING BODY**

Waminda Inc  
41 Ballintine Street, Benalla Vic 3672

**Vision**

To be a leader in supporting lifelong learning, promoting community connections and improving community wellbeing.

**Mission**

Waminda provides opportunities for community participation, learning and growth and flexible access to community support and information services in a safe, supportive and socially inclusive environment.

**Values**

*Inclusive - We welcome all, celebrate diversity and treat all people with respect.*

*Collaborative - We work together with community members and our partners to achieve shared goals.*

*Innovative - We look for and welcome new ways of doing our work.*

*Responsive - We listen to our community and value their input and look for new opportunities based on community need.*

**BACKGROUND**

Waminda Inc is governed by a Board of Management. The day to day operations of the Community House are managed by the Manager.

Waminda Inc receives funding from the Department of Families Fairness and Housing. Waminda offers a range of programs and activities, room hire, referral and advocacy as well as bigger events throughout the year.

The community house is open Monday to Thursday from 9am to 4pm and can be open at other times by arrangement

**RESPONSIBLE TO**

- 1. Waminda Community House Manager*
- 2. Waminda Community House Board of Management*

**DAYS & HOURS OF WORK**

**7 hours** per day, 2 days per week (days negotiable)

9am-4pm

Including 30 minute unpaid lunch break

**SALARY AND CONDITIONS**

- Salary and conditions are in accordance with **Neighbourhood Houses and Adult Education Centres Collective agreement 2018** Schedule 3B Level 2.3

## **KEY DUTIES**

- Understand and work in accordance with Waminda Inc's policies and procedures
- Marketing - including flyers, term program, website and facebook
- Student & Participant compliance and document management
- Contribute to community development activities and program delivery
- Administrative support
- Customer Service

## **MANDATORY QUALIFICATIONS/EXPERIENCE**

- High level proficiency using MS Office
- Ability to create marketing material and use online marketing platforms including facebook, Canva & websites
- Administration and office experience
- High level customer service and relationship building skills
- Current First Aid certificate Provide First Aid (HLTAID011)
- Police record check (no longer than 3 months old)
- Working with Children's Check

## **ROLE & RESPONSIBILITIES**

- Provide customer service to clients and visitors
- Create marketing material for programs including Term program and flyers
- Maintain website, calendar and facebook page
- Provide one on one IT support to customers as required
- Maintain records including participant registration, key register, room hire forms, enrolments, attendance and daily statistics
- Assist and induct Volunteers
- Maintain a safe working environment for staff, volunteers and visitors
- On occasion formally represent Waminda Community House
- Clean and prepare spaces for activities and room hire
- Assist Manager as required including supporting community development initiatives and program activities

## **PERSONAL ATTRIBUTES & SKILLS**

The attributes sought and to be developed and enhanced are:

- Act independently
- Be self-motivated
- Experienced with dealing with different community groups and cultures
- Be empathetic, kind and a good listener
- An efficient time manager
- High level computer skills
- Be customer focused
- Website development skills
- Demonstrated organisational skills and the ability to handle several task/projects at one time
- Commitment to maintaining a safe working environment and undertaking training as required.
- Creative design

Waminda Community House is a busy multi-faceted business. This role requires the incumbent to be flexible, positive and have a genuine interest in the wellbeing and successes of people within the community, whilst maintaining high levels of compliance and working within the organisational policies and procedures.

### **DRESS CODE**

- Smart casual/business. Appearance must be neat and tidy at all times

### **TO APPLY FOR THIS POSITION**

**Attach the following documents and email to [wwaminda@bigpond.net.au](mailto:wwaminda@bigpond.net.au)**  
with the subject heading Application- (your name) eg. Application-Joanna Bloggs

1. **Write a cover letter**
2. **Address the Key Selection Criteria below**
3. **Include a copy of your resume/CV**

### **KEY SELECTION CRITERIA**

#### **Office Skills**

1. Marketing – Produce flyers and term program using Canva or similar program.
2. Experience managing websites and social media posts.
3. Demonstrated experience using Microsoft Word, Excel, Outlook and Powerpoint
4. Ability to adapt and use different technologies such as android, apple and social media platforms.
5. Experience creating and maintaining client records.

#### **Teamwork and People skills**

1. Experience working in or leading a team which may include unpaid workers.
2. Ability to empathise, listen and communicate with others.
3. Has a history of creating positive relationships and partnerships.
4. Interested in community development.

#### **Personal attributes**

1. Reliable, punctual and well presented.
2. Can self-manage, use initiative and be adaptive.

The incumbent to this position will be subject to a three-month probationary period to assess the suitability to the role.