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| Job title: Administration Officer, Box Hill Community Arts Centre (BHCAC) | |
| Classification: Band 4 | Effective Date: May 2025 |
| Reports to: Centre Coordinator-BHCAC | Tenure: Permanent Part Time |

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Provide administrative services to the Box Hill Community Arts Centre (BHCAC) with a particular focus on bookings, school holiday programs and term programs, as well as activity enrolments. Ensure excellent customer service is provided to all, and show a commitment to quality and continuous improvement principles.

Key Responsibilities

Position Specific Responsibilities

- Provide excellent customer service by responding to client and community enquiries via phone and BHCAC email inbox, providing information on services and liaising with customers, community groups and other users in a timely and accurate manner.
- Provide reception services, including attending to front desk enquiries, telephone enquiries, and assist clients with administration of venue bookings and tours of the venue.
- Assist in the development, maintenance and distribution of printed and online publications, social media and digital screens pertaining to bookings, exhibitions, term courses and school holiday programs, including invitations, brochures, website, e-news, speeches for exhibitions and media releases.
- Assist in the administration of the BHCAC marketing plan for bookings, exhibitions, term courses and school holiday programs.
- Responsible for money handling, including receipting and processing of venue bookings and course enrolments, daily and weekly banking, and ensuring that petty cash, balance daily takings and floats are maintained to the expected levels.
- Ensure daily processing of Participation Forms on the booking management system and HP Content Manager.
- Provide daily office support including word processing, raising of contracts, processing of invoices and accounts, purchasing, stock monitoring, filing and photocopying and maintaining relevant databases.
- Ensure that the venue is always presented at it's best, including the timely resolution of health & safety issues and cleanliness issues.
- Ensure that the venue equipment is always in good working order.
- Responsible for the proactive induction of hirers of the Centre covering the usage of equipment, Health & Safety obligations and emergency procedures.
- Assist with the monthly report for venue operations.
- Assist with hanging exhibitions, when requested.
- Attend weekly team meetings.
- Attend organised network meetings with Arts Centre and Programs Officers in neighbouring municipalities.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Provide guidance and training to volunteers engaged in administrative duties.

Judgement and Decision Making

Decision making:

Implement BHCAC's conditions of hire and conditions of enrolments.

Work under general supervision, in accordance with BHCAC policies and Council policies and procedures.

Qualifications and Experience

- Experience in a reception or administration role.
- A background in the arts, entertainment, hospitality, and/or public relations industries would be highly regarded.
- Strong numeracy skills and attention to detail to ensure accurate record keeping.

Interpersonal Skills

- Strong verbal and written communication skills, combined with a professional reception and telephone technique.
- Ability to work as part of a team.
- Excellent customer service and presentation skills.

Key Relationships:

- Maintain a professional relationship with clients and users of the Box Hill Community Arts Centre, Council staff, other arts centres, tutors, contractors and suppliers
- Be a strong team player, committed to help others to thrive.

Management Skills

Positive, self-starter with the ability to organise own day, set and achieve goals and prioritise, in accordance with Centre requirements.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- May be required to attend out of hours meetings.

This position is a relief role, filling casual shifts that may occur between 9am and 7:30pm, Monday to Sunday.

Technology

- Demonstrated experience using office equipment.
- Ability to use Microsoft Office suite of applications.
- Experience in social media and web content management software.
- Experience in booking management systems.

Key Selection Criteria

1. Experience in a reception or administrative support role highlighting a passion for delivering excellent customer service.
2. A work history highlighting strong numeracy skills and attention to detail, with regards to administration and record keeping.
3. Solid technical skills including: experience using & trouble-shooting office & venue equipment issues, experience using Microsoft Office applications, and experience in the administration of social media and web content management software.
4. Solid experience in the full administration of booking management systems.
5. A strong team player who is passionate about helping others to thrive.
6. A background in the arts, entertainment, hospitality, and/or public relations industries would be highly regarded.

Physical Requirements

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|---|---|---|----------|
| Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. | General cleaning and tidying of spaces and assisting Centre staff, hirers and tutors as required | Weekly | |
| Hand/Arm Movement Tasks involve use of hand/arms | Site set up and preparation support | Daily | |
| Bending/Twisting Tasks involve forward or backward bending or twisting at the waist. | Assistance with setting up arts programs and exhibitions | Monthly | |
| Standing Tasks involve standing in an upright position | Providing customer service and conducting tours of venue | Daily | |
| Reaching Tasks involve reaching above head, and above and equal to shoulder height | Checking and putting supplies on shelves | Weekly | |
| Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects | Walking across all spaces and the grounds to ensure quality presentation and conduct risk assessments. Moving equipment and tours of venue. | Daily | |
| Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another | General tidying up and spot cleaning of venue and moving equipment. | Daily | |
| Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body | General tidying up and spot cleaning of venue. Moving equipment. | Daily | |

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|---|---|---|----------|
| Keyboard Duties Tasks involve sitting at workstation and using computer. | Use of computers to communicate and process, produce communications | Daily | |
| Satisfactory Vision Standard of vision required equal to that required for driver's licence | Ensuring excellent physical presentation of space. Discussing artworks with gallery exhibitors, and the Centre's students, hires and staff. | Daily | |

Any other relevant comments:

This is a dynamic multipurpose community arts venue requiring regular onsite mobility to ensure quality services are being offered and the venue and grounds are safe and well presented.