

## Volunteer Role

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| <b>POSITION TITLE:</b> | <b>Volunteer Administration Assistant –</b>     |
| <b>EMPLOYER:</b>       | North Melbourne Language & Learning Inc (NMLL)  |
| <b>LOCATION:</b>       | Ground Floor 33 Alfred St, North Melbourne 3051 |
| <b>RESPONSIBLE TO:</b> | Committee of Management, NMLL                   |
| <b>REPORTS TO:</b>     | Administration Coordinator                      |
| <b>CONDITIONS:</b>     | As per Volunteer Handbook                       |

## POSITION CONTEXT

North Melbourne Language & Learning Inc. (NMLL) works with diverse and dynamic communities on the North Melbourne public housing estate and surrounding neighborhoods, delivering learning opportunities and community development programs for adult learners from culturally and linguistically diverse backgrounds with an emphasis on building stronger communities.

## POSITION OBJECTIVES and PURPOSE

The Administration team is the first point of contact for the community, service providers and the general community. This position is focused on creating a well organised and resourced organisation that responds to the needs of NMLL staff and the community. As the Administration Assistant, your role is to:

- To create a welcoming, friendly, responsive, organised and professional environment as community members make contact with the reception at NMLL;
- To input student records and complete student enrolment administration procedures within reasonable timeframe;
- To maintain the presentation storage and accessibility of all documents and records.

## KEY RESPONSIBILITIES AND DUTIES

### Key Responsibility Areas and Duties

- Reception duties – including answering phone, face to face enquiries, forwarding calls and messages to the appropriate staff members
- Checking the NMLL enquiries email and forwarding emails to appropriate staff at NMLL
- Filing and scanning – including hardcopy and electronic filing
- Placing stationary orders – including ensuring staff are aware of upcoming stationary order, placing the orders with suppliers, unpacking and distributing stationary to relevant staff members
- Maintaining the stationary area so that staff members can easily access office supplies and stationary
- Photocopying and printing documents
- Data entry
- Enrolment support, including enrolling students, checking students eligibility, collecting and storing documents
- Student support

- Other duties as consistent with the Administration Assistant role and within your skills

## **KEY SELECTION CRITERIA**

### *Essential*

1. You have an understanding of the role and functions of an administration team and office
2. You are willing to support NMLL staff with Administration needs
3. You have an open and friendly manner
4. You show a willingness to learn, ask questions and support the improvement of Administration services
5. You have the ability and willingness to work with and relate to people from Culturally and Linguistically Diverse (CALD) backgrounds
6. You are flexible
7. You are able to work independently and as part of a team
8. You have attention to detail

### *Desirable*

1. You have language skills in an additional community language (especially Mandarin, Cantonese, Somali, Vietnamese, Arabic, Amharic, Tigrigna and Oromo)