

Volunteer Role

POSITION TITLE:	Volunteer <i>Administration Assistant</i> –
EMPLOYER:	North Melbourne Language & Learning Inc (NMLL)
LOCATION:	Ground Floor 33 Alfred St, North Melbourne 3051
RESPONSIBLE TO:	Committee of Management, NMLL
REPORTS TO:	Administration Coordinator
INTERNAL LIAISON:	NMLL Manager, Administration Assistant, Teachers, Community Development Staff
CONDITIONS:	As per Volunteer Handbook

POSITION CONTEXT

North Melbourne Language & Learning Inc. (NMLL) operates in a diverse and dynamic community on the North Melbourne housing estate, delivering learning opportunities with an emphasis on community connectedness. The primary focus is to provide accredited and pre-accredited English as a Second Language (ESL) education and computer training classes for adults. A Community Development program organises events and activities to encourage and support engagement, cultural knowledge and understanding. The CD program also organises volunteers programmes that supports the education courses, events and a one on one tutoring service. NMLL is a not-for-profit Neighbourhood House, Learn Local and Registered Training Organisation (RTO).

NMLL offers a friendly, welcoming work environment and has a tradition of involving staff in decision-making processes at all levels of planning.

POSITION OBJECTIVES and PURPOSE

The Volunteer Administration Assistant is the first point of contact for the community, service providers and the general community. The position is focused on creating a well maintained 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 attend to matters that will enhance the maintenance of the building and environment of NMLL;
- To maintain the presentation storage and accessibility of all documents and records.

The purpose of the Administration Assistant Volunteer is to provide on the job experience of a functioning office and to perform specific Administration tasks. The Administration Assistant Volunteer will be given the responsibility for implementing specific tasks in the office/Administration area with the support and supervision of the Administrative team. The volunteer will be provided with opportunities to learn and seek clarification of any tasks that they have been given.

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
- Sorting out stationary area so that staff members can more 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 – especially providing interpreting and translating support in Cantonese and Mandarin
- Other duties as consistent with the Administration Assistant role and within your skills

KEY SELECTION CRITERIA

Essential

1. Understanding of the role of a dynamic office/administration/reception area
2. Open and friendly manner
3. Willingness to learn, ask questions and support the improvement of Administration services
4. Ability and willingness to work with and relate to people from Culturally and Linguistically Diverse (CALD) backgrounds
5. Ability to be flexible
6. Ability to multi-task
7. Willingness to support NMLL staff with Administration needs as required
8. Able to work independently and as part of a team
9. Attention to detail and high level of accuracy in undertaking Administration duties
10. Fluent in an additional community language (especially Mandarin, Cantonese, Somali, Vietnamese, Arabic, Amharic, Tigrigna and Oromo – people who speak other languages are also very welcome to apply for this volunteer role).