

YOUTH EVENTS & PROJECTS ADMIN SUPPORT OFFICER POSITION DESCRIPTION

Ideal for people with experience in Business Administration. Exceptional applicants demonstrating an excellent sense of customer service and organisational skills are also considered.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned below may be altered in accordance with the changing requirements of the role.



Photo: High School Students mentoring Primary School Students in the STEP Up to Success Program.

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The primary purpose of this role is to support with the administrative side of SWC events and projects for young people and their families. Events and projects include classroom based structured programs as well as external excursions and workshops for groups ranging from 25 to 2,000 participants.

Reports to:

Head of Strategic Development (Business and Innovation) with guidance from the Senior Projects Coordinator. Relevant support, training and development will be provided to candidates joining us with appropriate skills, attitude and work ethics.

Photo: Students taking over the Cucina 105 Restaurant for one night only serving real customers in the Class Chefs Program



info@swconnect.org.au

twitter.com/sthwestconnect

facebook.com/SouthWestConnect

TOP TIP: To stand out in the recruitment process, ensure you understand:

- the SWC recruitment package
- this position summary
- the SWC website including program objectives, videos, newsletters, Annual Operational reports etc

**Due to the high level of interest in this role, please follow the recruitment process and complete all steps or you may not be considered or shortlisted for the roles.*

If you have experience creating or delivering projects and programs for young people, please see our Graduate | Entry Level Youth Projects Officer position

<https://bit.ly/3FnHla1>

Key Tasks & Responsibilities

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General Administration and Clerical Support

- Ensure admin support duties are completed to a high standard within required timeframe
- Copy/fax/scan/email, mail merge as necessary
- Answer telephones and deal with calls appropriately
- Regular review of accuracy and relevance of the SWC website and social media posts & marketing material - assist with updates as required
- Office & kitchen maintenance - supplies, basic cleaning/tidying equipment and Nespresso Machine clean and descaling as required
- Maintain accurate record systems & updating data as required (in spreadsheets & databases)
- Event management support such as meetings, forums, Thank You Evening, team building activities, other professional development
- Booking of meetings, preparation, catering etc. as required
- Researching suppliers for various project requirements etc.
- Filing, printing, collating, organising, sorting, archiving and shredding as required

Youth Team & Treasurer Support

- Respond to youth team requests for assistance as required
- Respond to Treasurers requests for assistance as required
- Complete tasks as requested in a timely manner and as directed
- Attend youth team meeting to take minutes
- Attend youth team events workshops as required
- Assisting, coordinating and delivering youth team events and workshops as required
- Problem solve and with guidance take responsibility for problems discovered
- Purchasing of resources as directed

Required Computer Tasks and Knowledge

Competency and accuracy in computer skills – SWC utilises Microsoft Office 365 (mail merge, spreadsheets, databases), Sharepoint, Teams, MailChimp, Zoom, Canva, Adobe etc

- Monitoring accuracy and relevance of SWC publications on the SWC website, YouTube channel, and social media postings and assist with basic updating as required
- Database entries as required, collation of data as required (includes spreadsheets).
- Maintain data base of Youth team contacts, emailing lists etc.
- Reviewing, editing and updating resources
- Utilise MailChimp and Social Media Marketing platforms to engage with stakeholders
- Create documents and resources in Canva

Confidential Administrative and Clerical Support

- Prepare folders for meetings
- Take minutes for meetings
- Finalise minutes for approval and distribute
- Assist with other confidential matters as required

**SWC services “Region E”
covering 3 LGA’s:**



**LIVERPOOL
CITY
COUNCIL**



Key Tasks & Responsibilities

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Policies & Procedures

- Adhere to WHS, EEO and principles of Ethical Practices
- Ensure security and confidentiality of all information
- Professional presentation
- Actively contribute to team environment
- Maintain quality standards of customer service
- Work in collaboration with each team member to promote the organisation
- Adhere to all FBEP Policies and procedures
- Work to achieve the goals of the organisation

Other Duties as Determined

- To take a proactive, team and solution approach to completing your tasks and achieving the goals of SWC
- Attend work functions/meetings during and outside normal work hours as required
- Other tasks as required, including the Annual SWC Thank You Evening

Key Skills, Attributes, Experience, & Requirements

In order to perform the above duties, the Youth Events & Projects Administrator will require:

- Proficient computer skills – word-processor, graphic design, database and spreadsheet
- High standard Administrative skills and Customer Service
- High level written & verbal English language communication skills
- High ethical standards in dealing with sensitive and confidential matters
- Initiative and common-sense
- Ability to work methodically, accurately and autonomously
- Ability to work independently and in a team
- Ability to problem solve and finalise issues in a timely manner
- Ability to meet deadlines
- Ability to manage time effectively and assist several staff members (prioritise work load)
- Physically fit to be able to assist at events
- Confident telephone manner
- Friendly and flexible nature, willing to learn new skills

Qualifications and Essential experience:

- Tertiary qualification in a relevant field (Business Administration, Business Services, Human Resources, Events Management) or working towards a qualification
- Experience in keeping teams organised and business operations running smoothly
- Demonstrated experience in engaging with customers (customer service)
- Level 2 Workplace First Aid

Key Skills, Attributes, Experience, & Requirements

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Desirable experience:

- A demonstrated understanding and experience in Administration with a genuine interest in improving the social, physical and mental well-being of young people is preferred (Relevant support training and development will be provided to the successful applicant)
- Demonstrated professional competence and commitment to the SWC values, initiatives and local young people to achieve the required outcomes

Personal Competencies and Attributes:

- Self-motivated with flexibility, resilience and willingness to learn
- Ability to work independently and as part of a team and to show initiative with high energy levels
- Ability to work professionally across a range of disciplines
- High ethical standards in dealing with sensitive and confidential matters
- Well-developed interpersonal, written and oral English language communication skills
- Strong attention to detail and professional judgement
- Well organised, methodical and efficient approach to completing tasks
- Effectiveness in a constantly changing environment
- Have a flexible attitude to working hours, particularly in relation to attending before and after hours events
- Accepting direction as required and providing timely updates
- It is the responsibility of all staff members to assist with tidying, maintenance of equipment/machines and generally maintaining a clean and well-functioning office

Additional Essential Requirements:

- This full time position is based at Bossley Park Community Centre. A requirement of this role is to travel to various locations including businesses and schools. Therefore you must have daily access to your own fully insured and reliable vehicle (Kilometre allowance payable)
 - **To be eligible for this role, you must have the right to live and work in Australia, complete a satisfactory Police Check and Working with Children Check along with a current Drivers Licence**
 - This role is 37.5 hour per week, 4 weeks Annual Leave per annum to be taken during the Christmas and New Year period
 - **This role involves working on projects delivered on site at Aged Care Facilities. To protect their aged residents, they require all visitors to show proof of immunisation before entering their Aged Care Facility. SWC also interacts with thousands of students and teachers at expos, summits, workshops and excursions. To safely perform your role, you are required to have and provide proof of taking the Influenza and COVID-19 vaccines.**
- **Please apply as soon as possible.** We are actively interviewing suitable candidates via Zoom.
- SWC will assess each application based on merits and if successful, we will contact you to move forward with the next stage of your application process.
- This recruitment process will close when suitable applicants are appointed.

For additional information, please contact South West Connect on: (02) 9822 9370 |
www.swconnect.org.au | careers@swconnect.org.au (select option 2 for the Youth Team)
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