

*CTC Robertson builds connections across the **Community with Technology and Creativity** to make a difference in people's lives.*

POSITION DESCRIPTION

Position Title	CTC Robertson Manager (part-time)
Period of Contract	This is a permanent position with a 3-month probationary period
Hours	18.5 hours per week with a minimum of 11 hours to be worked during weekday opening hours
Principle Place of Work	CTC Robertson 58-60 Hoddle St Robertson NSW
Coverage of Position	Wingecarribee Shire and elsewhere as required
Award Classification	The position is benchmarked to the SCHADS Award 2010 - Social & community services employee Level 3
Accountable to	the Management Committee of CTC Robertson Inc.
Accountable for	<ul style="list-style-type: none"> • The day-to-day operation of the CTC within the Centre's approved budget • The development and marketing of programs and services • Managing a team of volunteers
Other conditions	<ul style="list-style-type: none"> • Child Protection Legislation requires employee to be subject to employment screening • CTC Robertson Inc is an Equal Opportunity employer
Tasks	<p>1. Managing and assisting with the <u>day-to-day running</u> of the CTC including, but not limited to:</p> <ul style="list-style-type: none"> - Providing customer service including assistance and training relating to technology, equipment and other services and facilities - Maintaining technology and equipment - Providing business services including printing and copying - Managing venue hire - Ensuring the security of the Centre including opening/closing procedures - Supervising the volunteers involved in operations - Monitoring and ordering of supplies, payments, invoicing and other office administration - Ensuring café volunteers are trained in basic barista techniques - Liaising with the Committee re building maintenance and public safety - <p>2. Managing a <u>volunteer program</u> to assist in the operations, activities and administration of the Centre including:</p> <ul style="list-style-type: none"> - recruitment, orientation, training and support of volunteers <p>3. Managing the delivery of the <u>Be Connected</u> program</p>

	<p>4. In partnership with the Committee and volunteers, assisting with:</p> <ul style="list-style-type: none"> - <u>marketing the CTC services and programs within the local community, the Wingecarribee Shire and elsewhere including:</u> <ul style="list-style-type: none"> - updating website and social media - drafting and distributing press releases - designing marketing material - identifying, preparing and administering <u>grant opportunities</u> - the delivery of <u>events and programs</u> <p>5. Attending and reporting to <u>Management Committee meetings</u> and contributing to strategic planning</p> <p>7. Contributing to and implementing <u>Occupational Health and Safety policy and other organisational policies</u></p>
<p>Personal Qualities</p>	<p>The success of the CTC relies on a three way relationship between the volunteers, the Management Committee and the community. Some of the qualities needed to achieve this are:</p> <ul style="list-style-type: none"> - an ability to collaborate - an enthusiasm for the use and application of technology - friendliness, patience and professionalism - an understanding of ethics and equity - an ability to work independently <p>As the first point of contact for most users of the CTC, the attitude of the Manager needs to be one which encourages and promotes the use of the Centre.</p>
<p>Selection Criteria</p>	<p>The Manager will have demonstrated experience and skill in the majority of the following:</p> <ol style="list-style-type: none"> 1. Day-to-day management of a service and/or facility 2. Management of volunteers 3. Customer service 4. A strong level of experience and skills with technology including Windows based hardware and MS applications (Word, Outlook, Excel and Publisher), basic trouble-shooting of WiFi networks and confidence in using a range of mobile devices. A strong working knowledge of, or an ability to use a range of programs and systems including design programs (e.g. Canva), accounting systems (e.g. Xero), social media, web design programs (e.g. Weebly), file sharing systems (e.g. Teams) and office equipment. 5. Marketing and promotion 6. Project and event coordination 7. Delivery of training programs 8. Grant writing and administration 9. Reporting, administration and planning 10. Excellent communication skills: good oral, written and interpersonal skills and an ability to work with people of all ages and backgrounds. 11. Working with committees and as part of a team 12. Ability to work independently, manage time well and achieve goals with a minimum of supervision