

*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	15 hours per week – to be worked during the opening hours of the Centre (or as otherwise negotiated)
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 In
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 • The CTC is a professional and community workplace and smoking is prohibited • The successful applicant will work extensively with screen based equipment • CTC Robertson Inc is an Equal Opportunity employer
Tasks	<p>1. To manage and assist with the day-to-day running of the CTC including:</p> <ul style="list-style-type: none"> - customer service including provision of assistance and training to users of CTC with computers, internet and other services and facilities - the operation, maintenance and upgrading of the computers and other centre equipment - ensure websites are updated and newsletters published - business services – printing, desktop publishing etc - venue hire - the opening, closing and security of the Centre - supervision of volunteers involved in operations at the Centre - Office administration including monitoring and ordering of supplies, payments and invoicing - Development, implementation and marketing of programs and activities - Ensure café volunteers are trained in basic barista techniques - liaise with Committee re building maintenance and public safety <p>2. To manage a volunteer program 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. Assist in marketing the CTC services and programs within the local community, the Wingecarribee Shire and elsewhere</p> <p>4. Assist in the identification, preparation and administration of grant opportunities</p> <p>5. Attend and report to Management Committee meetings and contribute to strategic planning</p> <p>6. Keep records and statistics relating to the use of the Centre as part of an ongoing evaluation process</p>

	7. Contribute to and implement Occupational Health and Safety policy and other organisational policies
Personal Qualities	<p>Administration The manager will be articulate and have a developmental attitude toward volunteer supervision. They will view technology as essential to the execution of their tasks since they will be serving as role models for CTC participants. They will have an ability to appraise themselves and others and adapt procedures accordingly.</p> <p>Community Development The manager will be someone with the zeal and dedication of a community leader and have excellent communications skills (both verbal and written). Initiative and follow-through will be key qualities.</p> <p>Customer Relations Qualities of the manager will include: friendliness, patience, professionalism and an understanding of ethics and equity. As the first point of contact for most users of the CTC, the attitude of the Manager will be one which will encourage and promote the use of the Centre.</p>
Selection Criteria	<p>The Applicant 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 IT systems 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 Dropbox) and photo editing programs 5. The use of office equipment including printers and scanners 6. Project coordination 7. Training small groups 8. Grant management 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 and achieve goals with a minimum of supervision