

POSITION DESCRIPTION

Green Bay Community House Marketing & Admin Coordinator

- Position:** Marketing and Admin Coordinator for the Green Bay Community House Society Incorporated
- Reports to:** The Green Bay Community House Society Incorporated Centre Manager
- Employment terms:** Part-time 15 hours per week (20+ hours during holiday programme)
- Hours of Work:** Mon - Fri, generally between the hours of 9am – 2pm

JOB PURPOSE:

The Marketing and Admin Coordinator is a vital role within a team of three. The core focus is helping the centre create, plan, promote and deliver a range of Community-based activities, workshops, and events. Create engaging marketing and social media content that results in increased community participation. This role will support the Community House manager with day-to-day operations and administration. Along with the delivery and planning of the School Holiday Programme where you will become acting supervisor during the holidays.

Additional responsibilities include building relationships with users and the community, monitoring the implementation of health & safety policies and procedures, upholding the administration and service standards required by the Green Bay Community House Society Inc.

RELATIONSHIPS:

The position reports to the Centre Manager. They will also foster relationships with the GBCH management committee, Auckland Council representatives hirers and community stakeholders

OVERALL RESPONSIBILITIES:

Include the following (and other duties may be assigned from time to time):

| Aspect of job | Measures of success |
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| Marketing and Communication | <ul style="list-style-type: none"> ● Create engaging, shareable Social Media content to facilitate the engagement and growth of activities, workshops, holiday programmes and community events run at the House ● Create flyers, social media & promotion, distribute as needed. ● Update term brochure and website as required ● Manage community notice board and posters within centre, keep current and relevant |
| Event Management & Planning | <ul style="list-style-type: none"> ● With the manager, create an annual events calendar of community-based activities ● Develop event plans for these, including budget / expenditure for approval, resources required and risk management and run sheets ● Where required, manage the events on the day and take photos/videos at events. This may require occasional work during evenings and weekends. ● Following each event, prepare an event report for the Manager. |
| Administration | <ul style="list-style-type: none"> ● General office duties – including processing bookings, enquiries, issuing keys, maintaining key register, and accurate booking records, ordering supplies etc ● Support manager with material for meetings, reporting and funding, and any other delegated administrative tasks ● Help ensure that the house is kept clean and tidy |
| Customer Service | <ul style="list-style-type: none"> ● Welcoming and helpful approach showing manakitanga to all that visit our centre whether in person, via email or phone, and ensuring timely replies are given to all |

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| | <ul style="list-style-type: none"> customers and colleagues. • Demonstrating a knowledgeable and helpful approach, and awareness of local organisations to offer community support • Able to confidently communicate with all members of our diverse community. |
| Holiday Programme Planning and Implementation | <ul style="list-style-type: none"> • Assist with creating a schedule of activities for each holiday programme (9 weeks per year). Including booking trips, buses, venues and entertainers as needed • Set up the programme in Aimyplus to enable bookings and create programme flyers • Purchase/ source any equipment/ supplies needed for activities • Complete daily schedules & detailed instructions for craft tasks • Make bookings and alterations for parents as required • Ensure there is a RAMs report for each trip / activity |
| Holiday Programme Supervising | <ul style="list-style-type: none"> • Ensure the programme runs accordingly to maintain MSD approval • Prepare and keep updated RAM's forms incident reports and attendance records • Complete daily Hazard report including weekly fire drills • Create staff rosters and assist with employing casual staff • Carry out reference and police checks • Supervise children in accordance with programme policy and procedures, including Health and Safety procedures (of the GBCH and SHP) and ensure ratios are met • Oversee SHP staff, giving clear instructions • Ensure staff are aware of any special needs, medical conditions, cultural needs a child may have • Assist children with activities keep a positive and encouraging attitude with children at all times • Liaise with parents as required • Extra hours will be required during the holiday programme to ensure there is adequate staffing cover |
| Self Management | <ul style="list-style-type: none"> • Ability to recognise and respond to opportunities to improve customer service or operational efficiency • Positive and open approach to solving problems. • Managing workload and priorities to ensure that work is completed in a timely manner. |
| Hazard and Risk Assessment | <ul style="list-style-type: none"> • Reporting of risks and taking positive action to remedy • Co-ordinating with the Centre Manager, Auckland Council and Centre appointed contractors. |
| Finance Management | <ul style="list-style-type: none"> • Generating invoices accurately and on time for hirers • Ensuring Holiday Programme enrolments and fees are entered correctly. • Work with the Accounts Administrator to follow up on overdue payments and work with customers to clear debts in a mutually agreeable time frame |
| Record Keeping and Reporting | <ul style="list-style-type: none"> • Accurate use of administration, accounting and reporting software including Xero & AimyPlus • Maintaining records as required by law, regulation or policy and ensuring they are kept in an organized and logical manner, easily retrievable and accessible. • Contribute to the development of a streamlined record keeping and filing system • Provide information that meets requirements and deadlines from Auckland Council or any stakeholder, funder or member of staff or Board member for reporting |

HOURS OF WORK

The Office Administrator will be required to work 15 hours per week over three days, based in the Green Bay Community House.

Office hours at the Centre are 9am to 2pm Monday to Friday and the Office Administrator is required to work with the Centre Manager and Accounts Administrator to ensure that these hours are covered.

During School holidays hours will increase to 7:45am - 4:30pm for three days to cover the supervisory role.