

Wyndham Community and Education Centre Inc

Job Description

Community Services Project Officer – Community Centre

Job Description

General Information

Incumbent:	TBC
Classification:	Level 2.1, Social, Community, Home Care and Disability Services Industry Award 2010, Social & Community Services Employees
Reports to:	Community Services Coordinator (CSC)
Hours:	1 EFT
Core hours:	9:00am – 5:06pm, Monday to Friday May include after hours and weekend work depending on activities.
Duration:	Ongoing

Position objective

The Community Services Project Officer (CSPO) works within Wyndham CEC's Community Services Unit and is the first point of contact for community members, visitors, hirers and co-located organisations at our community site. The role ensures the operation of a friendly, professional, and inclusive hub by providing high-quality customer service, administrative support, and oversight of facility bookings and events.

Working under the direction of the Community Services Coordinator, and following an individual work plan, the CSPO supports day-to-day operations, including client enquiries, booking hire, promotion of activities, data entry, and basic financial and compliance tasks. The role contributes to the achievement of Neighbourhood House funding objectives, promoting community participation, social inclusion, lifelong learning, and volunteering.

Duties & responsibilities

1. Customer Service and Front-of-House

- Provide a welcoming, inclusive, and professional first point of contact for site visitors and user groups.
- Respond to enquiries in person, by phone, and online regarding programs, room hire, and services.
- Provide accurate information about activities, bookings, and community events.
- Maintain awareness of staff and volunteer movements, including staff of any co-located services.
- Support community members to access programs and navigate Wyndham CEC and co-located services.

2. Room Hire and Administration

- Process and confirm room hire bookings using the Wyndham CEC's booking system.
- Assist with room setup, signage, and ensure spaces are clean and ready for use.
- Maintain accurate hire records, including invoicing, bonds, key registers and client correspondence.
- Ensure hirers meet safety and compliance requirements.
- Support the CSC to monitor utilisation rates and prepare usage reports.

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3. Community Engagement and Promotion

- Support promotion of programs and events through preparing, printing and displaying posters, fliers, and newsletters.
- Encourage participation of diverse community groups, particularly those underrepresented in local activities.
- Assist in ensuring successful community events, workshops, and celebrations.
- Contribute to a positive and welcoming community atmosphere that reflects Wyndham CEC's vision, mission and values, as well as Neighbourhood House principles.

4. Operational Support

- Assist in monitoring stock, supplies, equipment and basic maintenance needs.
- Assist with pre-accredited enquiries and enrolments, including:
 - adding students to waiting lists
 - assisting students to enrol
 - collating enrolment forms for Wyndham CEC's Training Services Compliance & Reporting team
 - taking and receipting payments using aXcelerate
- Maintain a Sign In/Sign Out log for Wyndham CEC staff and volunteers
- Use Visitor Log to record daily visitor numbers and assist with data collection for funding and reporting.
- Walk through centre daily (internally & externally) to check for any issues needing attention including vandalism/graffiti, maintenance issues, updating noticeboards and signage
- Maintain operation of photocopiers and report any problems
- Support staff and volunteers working at the Centre.
- Support user groups and co-located services.

5. OH&S

- Monitor that site inspections, evacuation drills and lockdown drills are completed to schedule.
- Ensure reporting of site inspections, evacuations and lockdowns are completed as required.

6. Other requirements

- Take on other duties consistent with the position as directed by the Community Services Coordinator.

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Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the purposes of Wyndham CEC as stated in its Constitution and Mission and Vision statements.

Have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Wyndham CEC has a commitment to child safety and no tolerance of child abuse.

All staff must have a strong understanding of and comply with child safe standards.

Have a strong understanding of MARAM and family violence reforms.

Key Selection Criteria

The ideal candidate will:

- Demonstrate experience in customer service, community services, or administrative roles within a community, education, or community services setting.
- Show strong interpersonal and communication skills, with the ability to engage respectfully with people from diverse cultural and linguistic backgrounds.
- Possess sound organisational and administrative skills, including experience with databases, booking systems, and Microsoft Office.
- Demonstrate an understanding of community development principles and the objectives of the Neighbourhood House sector.
- Exhibit a commitment to providing equitable, inclusive, and safe access to community facilities and programs.
- Demonstrate reliability, attention to detail, and the ability to work both independently and as part of a small team.

Qualifications and Requirements

Certificate-level qualification in Community Services, Business Administration, or a related field, and/or relevant work experience.

Current Working with Children Check (employee) and National Police Check (mandatory).