

Melton South Community Centre



Position Description

Position Title:	ADMINISTRATION ASSISTANT
Reports to:	Centre Manager and Administration Supervisor.
Hours of Work:	Part Time 19 hours per week over 4 days. Which includes 1 day off per week and 1 full day of work.
Proposed hours of work:	Monday 9:00am - 1:00pm Tuesday day off. Wednesday 9:00am - 1:00pm Thursday 9:00am - 4:30pm (half hour for lunch) Friday 9:00am - 1:00pm
Location:	41 Exford Road, Melton South
Classification &	Schedule 3a- adult community education employees
Remuneration:	level 4 year 1 at \$32.03 per hour plus 12% superannuation . Annual Leave is 4 weeks plus 17 ½ % loading. The Centre is closed over the Christmas break for approximately three weeks. Overtime is NOT paid and granted via TOIL (TIME OFF IN LIEU). A three month probation period applies.

Our Organisation

Melton South Community Centre Inc (MSCC) is an incorporated not-for-profit community organisation which is a Neighbourhood House and Learning Centre. MSCC is a place where everyone is welcome. We are managed by a Committee of Management.

We are located at 41 Exford Road, Melton South, we are a 5-minute walk from Melton station, plus there is a bus stop at the front. We have been the hub of our community for over 35 years.

We provide our community with many classes, courses, support and self-help groups, a weekly foodbank, social and community groups and much more.

Our Mission

To welcome and connect the local community, fostering a sense of belonging through social inclusion, shared resources, vital information and opportunity for lifelong learning.

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Position Summary

The position reports to the Administration Supervisor (or Program Coordinator or Centre Manager in their absence). It is a small, close-knit team of 4.

We are seeking a friendly, organised, and tech-savvy Administrative Assistant to join our team at the Melton South Community Centre. In the role you will be the first point of contact for community members and students and assist trainers. This is a true all-rounder role where no two days are the same. You will provide essential administrative support, ensuring the smooth daily operation of our classes, services, and facility. From answering phones and welcoming visitors to creating engaging social media posts, your work will help connect our community.

Roles and Responsibilities

1. Front of House & Customer Service

- Act as the first point of contact for all visitors, creating a welcoming and inclusive environment.
- Answer telephone and email enquiries promptly and professionally.
- Assist community members with course enrolments, payments, and general information about Centre services.
- Handle difficult situations with empathy and discretion, referring matters to the Centre Manager when necessary.

2. Administrative Support

- Provide high-level administrative support to the Centre Manager and Centre.
- Maintain accurate records (e.g., student enrolments, attendance sheets)
- Assist with the preparation of documents, flyers, and reports.
- Manage room bookings and ensure room setup with an emphasis on being tidy and a safe environment for all users.
- Other general administration tasks as required.

3. Trainer & Class Support

- Ensure trainers have the necessary paperwork, resources, and when required equipment before sessions begin.
- Assist with the set-up and packing-down of training rooms if required.
- Act as a support point for trainers regarding logistical or student queries.

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4. Marketing & Social Media

- Draft and schedule engaging posts for the Centre's social media platforms (Facebook, Instagram) to promote classes and events.
- Update the Centre's website with current course information and news. This will include updating the Centre's entries in the City of Melton Learning Directory website.
- Assist in designing basic flyers or promotional materials using tools like Canva.

Key Selection Criteria (Skills & Experience)

Essential:

- Strong people skills: Ability to communicate effectively with people from diverse backgrounds, including vulnerable community members.
- Proficiently speak, read and write English.
- Organisational Skills: Demonstrated ability to manage time effectively, multitask, and prioritise duties in a busy environment.
- Digital Literacy: High level of proficiency in Microsoft Office (Word, Excel, Outlook).
- Social media: Confidence in using social media platforms for business/community promotion.
- Team Player: ability to work collaboratively in a small team (of 4) and work independently when required.

Desirable:

- Experience working in a Community Centre, Neighbourhood House, or similar non-profit setting.
- Experience with graphic design tools (e.g., Canva).
- Current First Aid Certificate (or willingness to obtain).
- Current Police Check (or willingness to obtain)

Personal Attributes

- Friendly, approachable, and patient nature.
- "Can-do" attitude—willing to pitch in and help wherever needed.
- Reliable, honest, and professional.

If you would like to apply for this role, please forward you cover letter and resume to: Pam Madej - pammadej@bigpond.com and msccentr@bigpond.net.au

Applications close on Monday 2nd February 2026 at 4:30pm.