

POSITION DESCRIPTION

Office and Professional Learning Administrator

The Office and Professional Learning Administrator provides:

- administrative support for SPELD NSW's professional learning and parent workshops
- customer service to SPELD NSW's clients and supporters.

Basis of Employment

This role is a part-time role (21 hours per week) and to be undertaken over 3 days per week (Tuesday, Wednesdays and Thursday) from 8.30am to 4pm (including an unpaid 30 minute lunch break).

This role will be based in the SPELD NSW office in Parramatta.

The SPELD NSW office is closed for 3 weeks over the summer holidays and re-opens 2 weeks before the school term re-commences in the new year; accrued annual leave is generally taken during this closure period. Additional flexibility can be discussed and agreed in relation to some part of the remaining school holidays.

Main Duties/Responsibilities

1. Professional Learning Administration

To be responsible for providing administrative support to the SPELD NSW's professional learning and parent workshops, including:

- Registering upcoming workshops with SPELD NSW's event management systems and adding events to the SPELD NSW website
- Preparing promotional material for professional learning
- Registering upcoming professional learning on NESA's professional learning system
- Preparing and collating of evaluations of professional learning and parent workshops
- Correspondence and communication with clients registered to attend upcoming events
- Coordinating bookings for in-school professional learning
- Setting up online professional learning and parents workshops on zoom and other online platforms
- Setting up the SPELD NSW offices for face to face professional learning and parent workshops (once such events commence again)
- Providing support services at face to face professional learning and parent workshops including provision of catering, tea and coffee services and tidying up workshop, bathroom and catering spaces (including dishwashing cutlery and crockery)

- Coordination of catering, resource and IT requirements for SPELD NSW professional learning and parent workshops
- Assistance with the preparation of professional learning resources

2. Customer Support and Office Administration

To provide appropriate and effective customer support and office administration services, including to:

- Provide telephone, email and reception customer service to members, clients and supporters including by registering attendees for events, recording requests for support from the referral and information service, assisting members with applying for and renewing their membership and making sales from the bookstore
- Enter new customers and supporters into SPELD NSW's database
- Organise and undertake postal and mailing requirements for the office including by attending to incoming and outgoing mail
- Undertake document management (copying, printing, laminating, filing etc) tasks as required
- Ensure the overall tidiness of the premises, and their general professional appearance
- Assistance with other administrative tasks from time to time

3. General support

To support the Executive Officer in the implementation of SPELD NSW's objectives, policies and practices, particularly in respect of confidentiality, privacy, workplace health and safety and equal opportunity, and to undertake such other appropriate duties as directed in order to achieve these goals.

Relationships

This position reports to the SPELD NSW Executive Officer.

The key interactions of the role are with:

- the Executive Officer.
- other members of staff and SPELD NSW volunteers, in particular the Professional Learning Manager
- SPELD NSW members, supporters and clients
- SPELD NSW suppliers

Selection Criteria

Essential

- a) Excellent organisational skills and attention to detail
- b) Strong customer service skills

- c) Good written and oral communication skills
- d) Computer skills, including knowledge of Excel and Word
- e) Demonstrated ability to work co-operatively under the direction of the Executive Officer, in a team as well as independently as required
- f) Ability to be flexible, take initiative, organise own work and multi-task
- g) Prior office administration experience

Desirable

- a) Prior event coordination experience
- b) Familiarity with the NSW educational environment and an understanding of learning difficulties
- c) Experience working in a not-for-profit organisation

Appointment Prerequisites

- a) Current Working with Children Check

Prepared by:	Georgina Perry	15 October 2020
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