



Lang Lang Community Centre
 7 Westernport Rd, Lang Lang 3984
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 ✉ llcc@langlang.net

Position Description
Executive Officer
Lang Lang Community Centre

LLCC acknowledges the traditional owners of country throughout Victoria and their connection to land, waters and community. We pay our respects to them and their cultures and to their elders past and present.

POSITION:	Executive Officer
AWARD:	Neighbourhood Houses and Adult and Community Education Centres Collective Agreement, 2016
CLASSIFICATION:	Social, Community, Home Care and Disability Services Award (SCHCADS) Schedule 2B Community Development Worker Level 7.1
HOURS:	25 hours per week Monday-Friday
TERM OF EMPLOYMENT:	Part Time
REPORTING TO:	Lang Lang Community Centre Committee of Governance (CoG)
RESPONSIBLE FOR:	All staff, work experience students, students in placement, contractors and volunteers.
LEAVE & OTHER ENTITLEMENTS:	All terms and conditions are in accordance with the Neighbourhood Houses and Adult Education Centre Collective Agreement 2016
EQUAL OPPORTUNITY:	This Centre is an Equal Employment Opportunity organisation.

Background Information

Lang Lang Community Centre (LLCC) is a busy, vibrant community based and managed Neighbourhood House where people meet to pursue leisure and learning opportunities. The primary focus of the organisation is to provide programs and services to enhance well-being, community involvement and connectedness, for those in the local community.

The organisation is a not for profit incorporated association governed by a volunteer Committee of Governance (CoG) that provides a governance structure and strategic direction to centre management. The income of the organisation includes fee for service activities, room hire revenue, recurrent funding from the Department of

Families Fairness & Housing (DFFH) and periodic grants to support additional projects. The Centre is also an Agency for Services Australia and Federal Government funds are received to operate this service.

The organisation works within a community development framework, encouraging change and growth to improve the social, environmental and cultural infrastructures of the local community and its individuals.

We actively encourage people to be involved in the decision making and ownership of programs and activities in the Centre. LLCC seeks to be inclusive and supportive of people from diverse background and varying abilities. We believe every individual has inherent worth, knowledge and skills.

This position is located at the Community Centre at 7 Westernport Road, Lang Lang, VIC 3984. From time to time the position may require attendance at other venues for meetings and professional development.

KEY RESPONSIBILITY AREAS

The CoG delegates responsibility for the Centre's management and day-to-day operations to the Executive Officer who has the authority to carry out these responsibilities, in accordance with the strategic direction and policies established by the CoG. The Executive Officer provides advice and enables the CoG to carry out its governance functions.

PURPOSE OF POSITION

Reporting to the Lang Lang Community Centre *Committee of Governance* (CoG) and in accord with strategic directions and policies set by the Committee, the Manager serves as Executive Officer of the Centre, for day-to-day operations. In partnership with the CoG, the Executive Officer is also responsible for the financial sustainability of the Centre; its reputation and standing in the local community; meeting all required legal obligations; and for successful growth of the business. Ultimately accountable to the members of the Association/Centre, the CoG and Executive Officer together assure that LLCC strives towards and accomplishes its mission and vision.

COMMUNITY RELATIONS, DEVELOPMENT AND ADVOCACY

The Executive Officer represents the Centre as one of two the chief spokespersons for LLCC (along with the Committee of Governance Chair), assuring positive and effective representation of Centre to the community, including:

- Acting as an advocate, within the public and private sectors, for the Centre and on key issues relevant to the township of Lang Lang and surrounding communities.
- Facilitating the integration of the Centre into the fabric of the local community by:
 - using efficient and effective promotional and marketing resources and avenues; and
 - encouraging community members to:
 - identify and address their own needs (starting from the assumption that they have existing strengths and assets that may be part of the solution); and
 - take the opportunity to connect, learn and contribute in their local community through social, educational, recreational and support activities offered by the Centre.
- Engaging, Initiating, developing, and maintaining cooperative and productive relationships and networks with key stakeholders, partners and local community groups and their members.

- Actively researching, initiating and supporting new initiatives in the local community.
- Positioning the Centre to take advantage of opportunities for development and sustainable growth.
- Working with legislators, regulatory agencies, peak bodies, industry groups, volunteers and representatives of the not-for-profit sector, to promote legislative and regulatory policies that support the strategic direction of the Lang Lang Community Centre.

KEY COMMUNITY RELATIONS, DEVELOPMENT AND ADVOCACY PERFORMANCE INDICATORS

1. Builds strong external relationships with all key stakeholders including but not limited to: Federal, Victorian and local government; industry and peak bodies; target market groups; and donors.
2. Ensures all internal and external documents conform with LLCC's Brand Identity.

FINANCIAL MANAGEMENT

The Executive Officer oversees the daily operational fiscal activities of the organisation, and assists the Committee of Governance in the development of longer-term financial directions, including:

- Monitoring day-to-day, weekly and monthly expenditure in accord with budgets set for the year.
- Working with CoG to ensure financing to support short and long-term financial goals.
- Investigating and developing new funding opportunities and writing funding applications.
- Assisting the Committee in the preparation of annual budgets, Annual Reports and Annual Financial Statements; and lodging all required periodic and annual reports with the appropriate agencies.
- Working with the Centre's book-keeper to expedite all accounts payable and accounts receivable; and journaling these accounts into appropriate ledgers in the Centre's XERO financial management system. [Note - the Committee of Governance retains responsibility for management of the Centre's Payroll functions.]
- Planning, developing, promoting and delivering programs and services so that they are produced in a cost-effective manner, employing economy while maintaining an acceptable level of quality.

KEY FINANCIAL MANAGEMENT PERFORMANCE INDICATORS

1. Ensures each business unit, project and/or activity area runs at either a surplus or is cost neutral.

WORKPLACE MANAGEMENT AND ADMINISTRATION

The Executive Officer is responsible for all day-to-day operations, including

- Driving an organisational culture which fosters quality customer and volunteer experience
- Leading teams of the Centre's staff and volunteers.
- Providing general direction and oversight of all LLCC programs and activities, managing the day-to-day delivery of services/operations.
- Assuring a smoothly-functioning efficient organisation.
- Monitoring relevant workplace and administrative processes for compliance to workplace OH&S and wellbeing laws, regulations and the mandatory requirements of key stakeholder funding bodies such as *Services Australia*, DFFH and Cardinia Shire Council.
- Assuring program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- Creating a work environment that attracts, supports and retains quality staff and volunteers.

- Delivering a recruitment lifecycle process for staff and volunteers, ensuring contracts and salary structures are appropriate.
- Recruiting, interviewing, employing and managing approved subordinate staff positions, program tutors, project workers, Occasional Childcare workers, volunteers and other people as required.
[Note that the Committee retains responsibility for recruiting, interviewing, employing and managing the Centre Manager position.]

KEY WORKPLACE MANAGEMENT AND ADMINISTRATION PERFORMANCE INDICATORS

1. Through contemporary leadership, Introduces, models, reinforces and practices LLCC's Vision, Values and Behaviours to and with all stakeholders, customers, staff and volunteers to support efficient and effective service delivery.
2. Evaluates all business units, activity areas and projects, and recommends and implements change where required.
3. Supports and manages LLCC's brand identity, to obtain maximum exposure.

LEGAL AND CONTRACTUAL COMPLIANCE

The Executive Officer assists the Committee of Governance in ensuring that LLCC meets compliance with all relevant laws, regulations and the mandatory requirements of key stakeholders, by:

- Identifying any compliance gaps/ shortfalls and recommending remedies to the CoG.
- Ensuring the appropriate recording, submission and storage of all legal, regulatory and mandatory compliance documents.
- Developing and maintaining an annual Calendar of when mandatory compliance submissions are due, to ensure that all submissions are delivered in a timely manner.

KEY LEGAL AND CONTRACTUAL COMPLIANCE PERFORMANCE INDICATORS

1. Supports the CoG to ensure that LLCC meets all of its legal, regulatory and mandatory requirements.

PLANNING

The Manager assists the Committee of Governance in all future planning and business growth for the Centre, including:

- Scanning the environment to keep the CoG fully informed of developments in the community services sector, industry, relevant local, state and federal government arenas, and in general not-for-profit management and governance.
- Assisting the CoG in developing, maintaining and working towards achievement of the Centre's strategic plan other longer-term strategies/ plans/ goals; and annual business plans/ targets/ budgets.
- Developing and recommending draft plans and new policy positions to the CoG; and reviewing and recommending changes if necessary to existing plans and policies.
- Implementing into operations all/any of the above strategies, plans, policies and budgets, by way of developing, maintaining and reviewing procedures.

KEY PLANNING PERFORMANCE INDICATORS

1. Contributes to the development of the Strategic Plan.
2. Contributes to periodically reporting on the delivery of the Strategic Plan.

3. Presents business cases to the CoG for new projects or major changes to existing programs and current projects ensuring that they are financially viable and fit within LLCC's strategic direction.
4. Audits the efficiency of the organisation against the *Neighbourhood House Good Practice Guide*; and develops, implements and plans to ensure ongoing best practice.

Governance

The Executive Officer supports the Committee's governance responsibilities, including:

- Identifying any governance gaps/ shortfalls and recommending remedies to the CoG.
- Assisting to articulate and deliver the CoG's responsibilities, and the Centre' Strategic Plan and Vision.
- Managing the CoG's *due diligence* and *review/compliance/reporting* processes, to ensure timely attention to any core issues and risks.
- Recommending suitable volunteers to participate on the CoG and its sub-committees.
- Providing reports and advice as appropriate to the Committee of Governance.
- Providing support to COG, Office Coordinator and Secretary to ensure that AGM is conducted and the Annual Report is prepared as required by the organisation's constitution.
- Providing regular reports to meetings of Committee of Governance as well as advice on programs and projects.
- Identifying and recommending opportunities for empowerment, skill development and capacity building of the voluntary COG.

KEY GOVERNANCE PERFORMANCE INDICATORS

1. Provides written reports and briefings to the CoG seven days prior to the monthly CoG meeting, documenting progress in relation to Key Performance Indicators.
2. Attends and contributes to the monthly CoG meeting.
3. Attends and contributes to the assigned CoG sub-committees.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

- Reports to: Lang Lang Community Centre *Committee of Governance*
- Responsible for: subordinate part-time and casual staff, work experience students, students in placement, contractors and volunteers.
- Responsible for: other duties as and when required by the Committee of Governance

REQUIREMENTS FOR THE POSITION

The applicant must possess and be able to demonstrate the following:

Qualifications and experience

- Holds or is completing a relevant tertiary qualification (relevant to community services); or has significant experience working in a similar sector; or has substantial management experience in similar organisations.
- Has a good understanding of the philosophies underpinning community development and community service organisations.

Essential Selection Criteria

1. Demonstrated ability to generate business growth through programming, grants, sponsorships, special events and donations.
2. Demonstrated command of community development principles. and practice, preferably in a Neighbourhood House setting.
3. Collaborative leadership experience in a community-based organisation and in the management of staff and volunteers.
4. Demonstrated experience in working effectively with and supporting a volunteer-based Committee of Governance.
5. Significant experience in representing and advocating for the organisation, and for the community, in a highly professional manner.
6. Ability to set and attain clear goals which are aligned to strategic direction.
7. Significant experience in building relationships with key stakeholders.
8. Ability to use initiative and problem-solving to manage conflicting workloads/priorities in a busy office environment.
9. Commitment to promoting a culture of excellence and inclusive practice.
10. High level of written and oral communication and interpersonal skills.
11. High level computer skills in Microsoft Office applications, financial accounting systems and social media.

Desirable Selection Criteria

12. Knowledge of the operations of Neighbourhood Houses.
13. Possession of a Victorian (or Australian) Drivers Licence, as some out-of-office travel may be required.

TERMS AND CONDITIONS

All appointments are subject to a:

- National Police Record Check
- Victorian Working with Children Check

This is an ongoing position, with a probationary period of 6 months.