

Position Description, Royal Historical Society of Victoria

Full-time, permanent Administration Officer 2020.

Who we are

The **Royal Historical Society of Victoria** is an active not-for-profit, membership-based organisation that operates as Victoria's largest historical society and as an umbrella for ~330 affiliated societies. We operate a range of activities including a small bookshop, events, an exhibition gallery, room hire, membership subscriptions, a large member-based group insurance scheme, outreach activities outside Melbourne and the publication of various books, journals and newsletters.

The opportunity

We are seeking a motivated full-time Administration Officer (AO) to work in a small team and provide operational support to the Executive Officer (EO). This is a dynamic role you should make your own. We have a small paid staff and a very large volunteer staff and we are looking for someone who can take the initiative and has some get-up-and-go! As a small organisation we all work closely together and our roles can change as other staff, whether paid or volunteer, join or leave the organisation. Life is never dull or repetitive at the RHSV and this position would suit someone who has worked in small business and thrives on a diverse portfolio of tasks.

Although we are small, the RHSV is a complex organisation in terms of the range of activities in which we are involved. However, the volume of transactions is not high. So we are looking for someone with broad administrative experience who has the ability to work flexibly and is a fast-learner. These skills are extremely important.

The AO is responsible for four main areas:

- **Effective administration.** Design, implementation and ongoing maintenance of effective administrative operations and workflow (maintaining paper and electronic files, scanning, printing, compiling data for expense and statistical reports, draft and type correspondence, printing mailing labels, organising mail-outs).
- **Overseeing the reception and enquiries area** including managing a small team of volunteers. Greet visitors, respond to incoming telephone calls and emails, route and resolve information requests, schedule appointments and meetings, process the sale of books, memberships and event tickets through POS / credit card / cash.
- **Event production** - bump-in and bump-out for lectures, book launches, workshops and many other small - medium events. This can be quite physical work - stacking and unstacking chairs, setting up trestle tables and bars, and meeting equipment like PA systems and data projectors / screens etc. At the end of the event, dismantling the furniture and equipment.
- Updating the organisation's **CRM and website**. The CRM is the backbone of our administrative work and it is essential that it is accurate and up-to-date.

Key selection criteria

1. Strong **organisational skills** and a demonstrated ability to **multi-task** and give **attention to detail**
2. Ability to monitor and respond to incoming mail across several generic office email addresses and manage **reception**, answering incoming calls and attending to visitors - a friendly and engaging manner. The AO ensures that the RHSV is open for business and staffed at the appropriate times.

3. A high level of **computer literacy** is essential. A proficiency with Microsoft Office applications including Word, Outlook, and especially **Excel** is mandatory. An understanding of Google Drive and other programs is beneficial.
4. Experience of a **CRM** system is beneficial. We use Zoho, a CRM database to manage our membership, for marketing and for communication with our members and greater mailing list. Whilst experience with Zoho is not essential, demonstrated ability with other CRMs or databases is highly desirable.
5. **Collaborative skills** are essential to be an effective team member whilst still being able to work independently.
6. **Good communication skills** are necessary as the AO will need to share information with a variety of stakeholders.
7. **1-4 years experience** in an administration role.

Secondary selection criteria

8. **Management of volunteer staff** and delegating workload appropriately across a small team. We have a team of fabulous, stalwart, committed volunteers who have varying levels of skill. They assist the AO with membership renewals, running the bookshop, manning reception, dealing with outgoing mail etc. Experience with working with volunteers is desirable.
9. Our website is **WordPress** connected through Stripe (similar to Paypal) to our accounting package and CRM. We operate an on-line bookshop, events, new and renewing membership and other sales through our website. Experience in the back-end of websites would be advantageous. Having the IT confidence to learn on the job is important.
10. Experience in the **not-for-profit sector** is desirable.

Conditions

This is a full-time permanent position (salary \$40,000 plus superannuation, currently 9.5%). We support staff with training and skills development where desirable. Our home is an unusual 1938 heritage-listed Drill Hall close to Queen Victoria Market and about 150m from Flagstaff Station.

Office hours are 38 hours per week with the office open from 8:45am – 5pm, Monday to Friday.

The office closes for 2 weeks over Christmas/New Year and staff members are required to take this time as part of their annual leave (usually 7 days annual leave excluding public holidays). We operate a TOIL system for over-time if needed - however the AO is rarely asked to do any over-time.

We hope that the incoming AO will be able to start asap. However, this is negotiable.

To apply

Send a covering letter addressing key selection criteria, secondary selection criteria and your curriculum vitae to Rosemary Cameron, Executive Office, executive.officer@historyvictoria.org.au
Enquiries can be made to Rosemary on the above email or on 03 9326 9288.

Applications close

5.00 pm Tuesday 16 June 2020.

Interviews will be held soon after the closing date and we hope to confirm the appointment by the end of June 2020.