

**Position Title:** Office All-Rounder

**Location:** Riddells Creek Neighbourhood House, 59 Main Rd, Riddells Creek VIC 3431

**Reports To:** Community Engagement Manager/House Operations Manager

**Time Commitment:** Flexible, with approximately 10-15 hours per week (depending on availability)

**Position Type:** Voluntary (Medium to long-term commitment preferred)

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## About Riddells Creek Neighbourhood House

Located in the heart of the Riddells Creek community, our Neighbourhood House serves as a vibrant hub where local residents come together to connect, learn, and grow. We offer a wide range of educational programs, classes, community services, and projects designed to meet the diverse needs of our community members. Set in the historic headmaster's residence of the old Riddells Creek Primary School, the Neighbourhood House features beautiful period details alongside modern spaces that allow for flexible community use. Our community garden is also a space for connection and hands-on learning. We are committed to inclusivity, lifelong learning, and fostering a sense of belonging.

## Position Overview

Riddells Creek Neighbourhood House is seeking an **Office All-Rounder Volunteer** to help with the smooth running of the day-to-day operations. This vital role will support the Community Engagement Manager and House Operations Manager by assisting with a variety of administrative tasks, including customer service, office tasks, and general assistance for the visitors who come to the house. The volunteer will play a key role in ensuring that people feel welcome, and that the office runs efficiently, allowing staff to focus on strategic projects and program development. This opportunity may suit some people seeking volunteering engagements to fulfil their mutual obligations through Centrelink.

## Key Responsibilities

- Greet visitors and provide information about the Neighbourhood House's programs, services, and events.
- Answer phones and respond to inquiries, either in person, by email, or by phone.
- Assist with administrative tasks such as photocopying, scanning, printing, filing, and data entry.

- Process class registrations and payments, ensuring records are kept up to date.
- Assist with maintaining the office and community spaces, ensuring they are tidy and organised.
- General housekeeping (vacuuming, dusting, cleaning bathroom etc.)
- Assisting with room & equipment hire.
- Help with the setup and takedown of equipment for classes, groups, and events (if required).
- Assist with the production and distribution of new resident bags for local community members.
- Provide on-site support for groups using the Neighbourhood House, including setting up for meetings or accessing resources such as power points and technology.
- Assist with answering phones and helping visitors who come through the door.
- Be a friendly and approachable presence in the Neighbourhood House, creating a welcoming environment for all.

### **Key Selection Criteria**

- Experience in customer service or office administration.
- Strong communication skills, both written and verbal.
- Friendly, approachable, and patient attitude when interacting with the public.
- Ability to manage tasks efficiently and work in a fast-paced, dynamic environment.
- Comfortable with basic office equipment such as printers, photocopiers, and computers.
- Basic understanding of or willingness to learn how to use online tools.
- A passion for community engagement and supporting local initiatives.
- Ability to commit to a medium to long-term voluntary position (approximately 4-6 hours per week).

### **Desirable Skills**

- Experience with event coordination or assisting with group activities.
- Ability to work independently and as part of a team.
- Knowledge of or interest in the Riddells Creek community and its needs.

### **Benefits of Volunteering with Us**

- Make a positive impact on your local community by helping with the operations of a vibrant Neighbourhood House.
- Gain experience in customer service, office administration, and community engagement.
- Meet new people and be part of a supportive and welcoming team.
- Contribute to a cause that fosters inclusivity, learning, and empowerment.
- Access opportunities for skill development and training.

- Work in a beautiful historic building surrounded by a productive community garden.
- Great opportunity for individuals receiving [some] Centrelink benefits as part of their mutual obligation requirements.

### **Application Process**

If you are passionate about supporting the community and would like to contribute your time and skills to the Riddells Creek Neighbourhood House, we would love to hear from you! To apply, please submit your **resume** and a **cover letter** outlining your experience and why you are interested in this volunteer role to:

#### **Mary Giordano**

Community Engagement Manager

Email: [engagement@riddellscreeknh.com.au](mailto:engagement@riddellscreeknh.com.au)

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### **Additional Information**

- Riddells Creek Neighbourhood House is located in Riddells Creek, a township in the Macedon Ranges, surrounded by culturally significant landscapes, and home to a diverse community.
- Our facility is accessible, and we are committed to providing a safe and inclusive environment for all our volunteers and visitors.