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**DRAFT**

**POSITION DESCRIPTION:** Pou kaimahi / Administrator  
**Hours:** 20 hours per week  
**Position summary:** Monday, Tuesday, Wednesday and Friday – 9am to 2pm  
**Responsible to:** To ensure that VCC is a welcoming community hub and provide admin support to the Centre  
VCC Manager

#### Our Vision

Victory is a thriving and caring community of health, hope, and possibility

#### Our Mission

Our mission is wellbeing for people and community:

- We provide accessible support and activities.
- We collaborate and advocate.

#### Our Values

1. We recognise Te Tiriti o Waitangi as Aotearoa's founding document and the authority of mana whenua.
2. We honour people from all cultures, faiths, ethnicities, sexualities, genders and abilities.
3. We strive to provide a whānau-centered and mana-enhancing environment that does not cause harm.
4. We impact our community through connection, shared knowledge, and purpose.
5. We are here for the well-being of the people and to care for the world.
6. We are committed to living our values.
7. We are honest, open and work with integrity.

#### 1. Overall purpose of position

To ensure a welcoming environment for all centre users and support the smooth running of the centre

#### 2. Position Duties

##### 2.1. Ensure VCC is a welcoming community space

- Act as a warm, welcoming and approachable first point of contact for all visitors, service users and partners

- Oversee reception and front-of-house activity, ensuring the Centre reflects VCC values and kaupapa
- Respond to enquiries in person, by phone and email, and connect people with appropriate staff, services or information
- Support a calm, safe and inclusive environment, including de-escalation where needed

## **2.2 Manage venue bookings and use of spaces**

- Coordinate bookings for Centre rooms and shared spaces, including maintaining accurate booking systems and calendars
- Liaise with staff, school and other users regarding availability, access and conditions of use
- Promote Centre spaces and support enquiries to maximise appropriate use of facilities
- Support smooth day-to-day functioning of bookings, including managing keys, user inductions, access and basic facilities-related issues
- Support positive relationships with regular space users and partner organisations

## **2.3 Support Victory Community Centre events and activities**

- Provide administrative and practical support for Centre events, programmes and activities
- Assist with set-up, pack-down and coordination as required
- Contribute to the smooth delivery of events by supporting staff, volunteers and facilitators
- Support the Community Coordinator with the Matariki event preparations as required

## **2.4 Support a safe and healthy centre environment**

- Support day-to-day health and safety practices within the Centre
  - Identify and address or report hazards, incidents or concerns to the Manager
- Support adherence to Centre policies and procedures related to safety and wellbeing by ensuring centre users receive a full health and safety induction.
- Contribute to maintaining a calm, respectful and safe environment for all centre users, including using de-escalation strategies where appropriate
- Support basic upkeep of Centre vehicles and other centre equipment, including coordinating registration, WOF and servicing as required
- Support the day-to-day cleanliness and tidiness of shared Centre spaces, and liaise with cleaners or staff as needed

## **2.5 Facilitate kai support**

- Support the coordination and distribution of kai initiatives delivered through the Centre alongside other staff and volunteers.
- Act as a point of contact for community members accessing kai support, in a respectful and mana-enhancing way
- Support administration and record-keeping related to kai activities, as required

## **2.6 Volunteer coordination and support**

- Support the coordination of reception and administration volunteers
- Assist with volunteer orientation and provide day-to-day guidance and support

- Support positive volunteer engagement and clear communication
- Liaise with the Community Coordinator regarding volunteer needs, issues or development opportunities

## **2.7 Accounts and financial administration support**

- Support basic financial administration, including invoicing and receipting
- Assist with data entry and basic bookkeeping tasks as directed (including use of Xero)
- Support banking, cash handling and reconciliation processes in line with Centre procedures
- Maintain accurate records and follow financial policies and controls

## **2.8 Follow VCC policies, processes and legal requirements**

- Follow all Victory Community Centre policies and procedures relevant to the role
- Handle personal, financial and sensitive information in accordance with the Privacy Act and Centre privacy policies
- Maintain confidentiality and use information appropriately at all times

## **2.8 Other duties**

- Carry out other duties consistent with the purpose of the role and the values of Victory Community Centre, as reasonably requested by the Manager

## **3. How will this be achieved?**

The Pou Kaimahi / Administrator will carry out this role by:

- Working in a way that reflects Victory Community Centre's vision, mission, values and kaupapa
- Upholding and giving effect to the principles of Te Tiriti o Waitangi in day-to-day practice
- Being warm, welcoming and respectful in all interactions
- Working collaboratively with the Manager, staff and volunteers
- Using clear, organised systems to support smooth Centre operations
- Taking a solutions-focused and flexible approach to day-to-day tasks
- Seeking opportunities for continuous improvement of systems and processes within the scope of the role
- Managing time and workload effectively
- Participating in supervision, training and professional development as agreed with the Manager

### **3.1. Key relationships**

The Pou Kaimahi / Administrator works closely with:

- VCC Manager and staff
- Centre volunteers
- Community members and whānau
- Regular space users and partner organisations
- Victory Primary School staff
- Visitors and service providers

#### **4. Who we're looking for**

We are looking for someone who is values-led, organised and people-focused, and who brings both strong interpersonal skills and practical administrative capability to support the day-to-day functioning of the Centre.

##### **4.1. Alignment with VCC Kaupapa**

- Demonstrates alignment with Victory Community Centre's vision, mission and values
- Shows understanding of Te Tiriti o Waitangi as a core value of VCC and a commitment to upholding its principles in practice

##### **4.2. Interpersonal skills**

- Warm, approachable and respectful in all interactions
- Able to remain calm in challenging or tense situations and support de-escalation
- Maintains professional boundaries, integrity and confidentiality

##### **4.3. Teamwork and relationships**

- Able to work effectively as part of a small team
- Builds and maintains positive working relationships with staff, volunteers, community members and partners

##### **4.4. Technical and administrative skills**

- Strong organisational and administrative skills, with attention to detail
- Confidence using digital systems (e.g. calendars, databases, email and basic financial systems)
- Familiarity with Xero or similar accounting software, or willingness to learn
- Able to learn and use Centre systems, including booking and finance tools

##### **4.5. Self-management and continuous improvement**

- Manages own time and workload effectively
- Takes initiative within the scope of the role
- Seeks opportunities to improve systems and processes
- Willing to learn and engage in ongoing professional development

##### **4.6. Compliance requirements**

- Holds a full, clean driver licence
- Willing to undertake and maintain a Police Check