



ROYAL HISTORICAL SOCIETY OF VICTORIA INC.

239 A'Beckett Street, Melbourne 3000

Position	Administration Officer full-time, permanent
Responsible to	Executive Officer, Rosemary Cameron
Salary	\$52,122pa + super guarantee of 11.5%
Hours	The Administration Officer is the first contact of people with the Royal Historical Society of Victoria so there is little flexibility in hours. It is important the AO starts each day at 8:45am. The working week is 38 hours or 7 hours 36 minutes per day so, with a 40 minute lunch-break, the AO's day ends at 5pm. Working from home is not an option in this position.

Who we are

The **Royal Historical Society of Victoria** is an active not-for-profit, membership-based, collecting organisation that operates as Victoria's largest historical society and as an umbrella body for ~350 affiliated societies. We manage a range of activities including a bookshop, public events, an exhibition gallery, room hire, membership subscriptions, a large member-based group insurance scheme, the Victorian Community History Awards, Women's History Month, History Month, seminars webinars and workshops, outreach activities outside Melbourne and the publication of various books, journals and newsletters. We support commercial and private research.

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 great IT skills, 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 five 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). Including updating the organisation's **database and website**. The CRM is the backbone of our administrative work and it is essential that it is accurate and up-to-date.
- **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. Assisted, for larger events, by casual Event Assistants.
- Managing our large **group insurance scheme** for about 310 other historical societies. This work is done in partnership with an insurance agent and requires very good attention to detail and empathy.
- **Bookshop** – the RHSV runs a small niche bookshop, both bricks and mortar and online, which focuses on the history of Victoria. We stock about 1,000 titles and we sell both new and secondhand books. The Administrator sells books (all staff are trained to do counter-sales), records sales, manages the consignment system for our authors (about 50% of our books are sold on consignment), orders books and many other tasks related to running a bookshop. There are two experienced volunteers assisting.

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 man **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. Our website is **WordPress** synchronised, through Stripe (similar to Paypal), to both our accounting Package, MYOB, and our Zoho database. 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 very advantageous. Having the IT confidence to learn on the job is important.
4. Experience of a **web-based database** 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 and literacy** 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. Experience in the **not-for-profit sector** is desirable.

Conditions

This is a full-time permanent position (salary \$52,122 plus superannuation, currently 11.5%). We support staff with training and skills development where necessary. 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 1 week over Christmas/New Year and staff members are required to take this time as part of their annual leave (usually 3 days annual leave excluding public holidays). We operate a TOIL system for over-time if needed - however the AO is rarely asked to do over-time.

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



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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 | 0400 387877.

Applications close

5pm (AEST) Tuesday 13 August 2024.

Interviews will be held soon after the closing date and we hope to confirm the appointment by late August 2024.