



Position Description

Position Title:	Centre Administrator
Reports to:	The President, The Wooden Boat Centre -Tasmania Inc
Reporting staff:	All volunteers
The Role:	<p>Our Mission: To Ensure The Traditional Craft Of Wooden Boatbuilding Endures And Remains A Relevant Part Of Contemporary Maritime Culture.</p> <p>This is a front line management role where you will be expected to get involved in customer facing activities when required. You will play a key role in keeping the Centre in a strong operating position including the team on-site and revenue generating activities.</p> <p>This is a unique opportunity to contribute toward and enhance the community-focused open culture of the Wooden Boat Centre within the Tasmanian wooden boating community and the world.</p> <p>The role is to be performed to high standards of service excellence to enhance The Wooden Boat Centre as a unique tourism destination in Southern Tasmania.</p>
Employment Type:	On-site, casual employment with position to be reviewed in 12 months
Location:	Wooden Boat Centre – 3333 Huon Highway, Franklin
Award:	Clerks Private Sector Award 2020
Classification:	Employee Level 5
Salary paid:	\$30.22/hour with a 25% casual loading - \$37.78/hour
Superannuation:	11% increasing to 11.5% 1 July 2024
Entitlements:	First Aid Allowance consistent with Award if you have a first aid certificate from St John Ambulance or similar body and you are required to perform first aid duty.
Hours Per Week:	By negotiation. Work hours vary based on seasonality including the Tourist Season (1 November – 30 April), with less hours in non-Tourist Season (1 May – 31 October), with 2 – 5 days per week indicative.
Right to Work	You must have a legal right to work in Australia and proof may be sought if required.

YOU ARE:

- Collaborative and a creative problem solver
- A strong leader accustomed to working with volunteers
- Able to use a partnership mentality when working with outside organisations to achieve business goals
- Supportive and kind in your leadership style, providing guidance and strong direction when required to build a healthy team culture
- Growth oriented both with team members and business objectives
- Understanding of community owned organisations, both challenges and benefits
- Understanding of adult learning environments
- Customer-focused with a “customer first” mentality
- Knowledgeable about when to delegate tasks and when to work autonomously
- Knowledgeable about website content and social media posting
- Understanding of attracting audience and visitors on-site
- Knowledgeable of the requirements for health and safety in an environment with tradespeople
- Excited at the idea of representing the Centre in the public domain

KEY POSITION RESPONSIBILITIES

- Create and nurture a caring, inclusive and supportive work team
- Coordinate the recruitment, induction, training and retention of volunteers for the effective support of all operations of the Centre
- Manage course bookings and student registrations and enquiries
- Manage the marketing and promotion of the Centre and associated tourism attractions through social media; print media; and occasional radio and TV
- Record keeping including visitation numbers, enquiries and associated data for marketing and reporting purposes
- Manage external partner relationships
- Work collaboratively and constructively with the Centre’s Board, reporting monthly to general meetings (or more often by specific request)
- Work collaboratively in a co-management relationship with the Shipwright Manager
- Work within a financial framework provided by the Centre’s Board
- Contribute toward and enhance the community-focused open culture of the Centre within the Tasmanian wooden boating community.

KEY KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Exceptional team leadership including conflict resolution
- Exceptional customer service
- Leading and supporting volunteers
- Excellent written and verbal communication with attention to detail
- Demonstrated data management and record keeping
- Working with a Board and the relevant governance requirements and reporting
- Established network of contacts in the tourism and wooden boat industry or demonstrated ability to quickly acquire them
- Demonstrated ability to work within a challenging and busy working environment
- Google workspace experience or similar
- Website management experience, preferable Squarespace
- Social media management
- Content creation including email marketing and articles/narratives

Desirable

- Experience working in adult learning environments
- Experience with financial management and bookkeeping systems
- Interest in working with the preservation of rare trades
- Interest in wooden boats

INTERVIEW PREPARATION

- You may be asked to talk to your experience using examples to address the criteria
- You may be asked to provide references to support your leadership style
- You will be interviewed in front of a panel including Centre Board members and independent advisor(s)
- You may be asked to a second interview with staff and volunteers to measure cultural fit