



## AUSTRALIAN FRIENDS OF PALESTINE (AFOPA) POSITION DESCRIPTION

<b>Position:</b>	AFOPA Administrative Officer
<b>Location:</b>	The Palestine Center for Peace, 60 Frome Street, Adelaide, SA
<b>Reports to:</b>	Chair of AFOPA Executive Committee
<b>Supervises:</b>	Volunteer staff
<b>Main working Relationships:</b>	AFOPA Executive Officer AFOPA Secretary AFOPA Treasurer Retailing Adviser Other Executive Committee members

### **Principal objective:**

To manage, run and develop the Palestine Center for Peace, which is directed towards raising awareness of Palestine and Palestinian issues and culture. The position includes the development of an influential AFOPA information and resource center, the establishment and running of a retail outlet within the Center selling Palestinian merchandise, and the provision of general administrative support to the work of the Association's executive and the Association's members.

### **Key responsibilities:**

#### ***Management of the Palestine Center for Peace (the "Center")***

- Assist in developing the Center as a respected Palestinian information and resource center in Adelaide to advance public awareness and understanding of Palestine and Palestinian affairs.
- Provide accurate responses to public enquiries about Palestine and Palestinian affairs and issues.
- Provide the public and members with information on AFOPA, its objectives, benefits of membership, programs, activities and events.
- Assist in organising relevant events (as approved by the Executive) at the Center.
- Manage online and telephone enquiries
- Maintain the websites, social media and other online platforms of both AFOPA and the Palestine Center For Peace.
- Maintain the use of IT systems in the Center.
- Ensure that the premises are decorated, cleaned and maintained in a fashion that attracts members of the public to enter the Center, and facilitates the Center as a meeting place.
- Any other tasks as directed.

### ***Management of the Center's merchandising activity***

- Assist in determining the range, quality and volume of merchandise relevant for sale at the Center.
- Assist in the purchase and procurement of the selected merchandise, and organise its delivery to the Center.
- Assist in deciding on the level of retail prices to be charged for the items and products sold.
- Promote, manage and conduct the sales and marketing of merchandise through the Center's retail outlet (the shop), online platforms (website, Facebook, Instagram, Google business, Mailchimp) and control the shop's point of sale system.
- Control merchandise stock levels, undertake periodic stock level monitoring and counting, and ensure that adequate supplies of popular products are readily available for sale.
- Reconcile the merchandise sales daily and weekly.
- Provide friendly, helpful and professional retail customer service at all times.
- Any other tasks as directed.

### ***AFOPA Membership administration and support***

- Receive membership application and renewal forms.
- Maintain the Association's membership register and database.
- Communicate with members concerning subscription renewals.
- Mail out membership payment receipts to new and renewing members.
- Assist in the promotion of new members to the Association.
- Assist in the development of activities and programmes for members.

### ***Secretarial support***

- Receive postal and electronic communications addressed to the Secretary, and circulate to members of the executive as appropriate.
- Circulate AFOPA notices to persons included on the Association's email distribution lists, as requested by the Association's Secretary.
- Maintain and update the calendar of AFOPA activities and events, and the schedule of executive committee meetings.
- Advise AFOPA members and supporters of events and functions as requested by the Association's Secretary.
- Prepare notices, agenda, and all other arrangements for the Association's annual general meeting, under direction of the Secretary.

### ***Treasurer support***

- Liaise with the Association's Treasurer in all matters related to the income and outgoing of AFOPA funds.
- Deposit in the Association's bank accounts all takings from the sale of merchandise, membership subscriptions, and donations received.

### ***General administrative support***

Provide a range of administrative support services including the following:

- Assist in inspecting and booking venues for events and organising for the payment of bonds.
- Liaising with caterers for such events, organising liquor licences, booking equipment for hire, and arranging payment.
- Booking and paying hotel accommodation and flights for speakers and guests.
- Recording expenses and arranging reimbursement.
- Establishing a filing system and filing documentation.
- Attending 'special event' meetings of the executive, as requested.
- Any other tasks as directed.

### **Supervision of volunteer staff at the Center**

- Engage, train, overview and support volunteers who might work at the Center, on those occasions when AFOPA may wish to enlist the services of volunteers within the Center.
- Ensure the proper behaviour of the volunteers when they are on duty at the Center.

### **Performance indicators**

To be based on:

- The success of the Center as a place for promoting interest in Palestinian affairs.
- Improved knowledge about Palestinian affairs and the ability accurately to communicate that knowledge to members of the public upon request.
- Maximisation of the sale of merchandise.
- The level and efficiency at which the support services described above are provided.
- Good manners and respect shown at all times.
- High level of professionalism.
- Compliance with all Workplace Health and Safety Laws and any AFOPA policies or procedures for the Center.

### **Key qualifications, attributes and experience**

- A pro-active approach to dealing with all customers and public visitors to the Center.
- Excellent communication, organisational and administration capabilities.
- Excellent working knowledge of MS Office programs (particularly Word, Excel, Powerpoint, Publisher).
- Excellent working knowledge of website building and maintenance, online inventory databases, online email platforms (e.g. Mailchimp), online event ticketing sites (e.g. Trybooking), online meeting platforms (e.g. Zoom), online team/project management platforms (e.g. Trello).
- Able to work independently and manage own workload/time management.
- An ability to manage volunteer staff.
- Familiarity with the work of Palestine advocacy organisations in Australia.
- A humanitarian with a sincere passion for human rights and justice.
- Trustworthy and reliable.

**Date formulated:** August 2015, updated March 2019