



Job Description

Studio & Student Administrator

About us

Second Stitch is a not-for-profit social enterprise that celebrates the unique skills, traditions and stories of refugees, migrants and people seeking asylum. Our textile studio and shop are based in Coburg, where all the magic happens!

Some of the many things we do:

Training and employment - We create pathways to employment for migrant and refugee women by providing accredited training in Clothing and Textile Production, customer relations and business skills

Products and gifts - We produce the most beautiful hand-made products, that are all designed, cut and sewn in house from new and up-cycled fabrics

Alterations services - Our professionally trained and mentored seamstresses are available for custom jobs, repairs and alterations

Who we're looking for

We're looking for an enthusiastic and experienced professional who has strong administrative abilities and great communication skills. You'll be important to the success of our enterprise and we'll rely on your organisation and efficiency to help us deliver great service to our students and customers.

You are great with people and passionate about supporting a diverse community grow and thrive.

This role requires working with a very diverse team and student cohort, being culturally aware, patient and kind are essential to the role.

Roles and Responsibilities

This role requires you to work across different units of the organization, specifically *Second Stitch* and *New Futures Training*. Both business units come under the parent organisation - [VICSEG New Futures](#).



Studio Administration - at Second Stitch

- Managing enquiries via email and social media
- Acquittal of daily retail takings at the Second Stitch studio
- Reviewing and submitting resource invoices for both production and training programs
- Compiling weekly activity and sales reports
- Coordinating and overseeing external workshop bookings and carrying out duties such as:
 - Liaising with practitioners
 - Creating online ticketed events
 - Managing inquiries
 - Arranging workshop resources
- Overseeing operation of events
- Engaging with relevant external stakeholders

Student Administration - at New Futures Training (NFT)

To oversee the administrative operations of the Certificate III Clothing and Textile Production training program:

- Being the general point of contact for students and staff relating to the administrative operations of the course
- Using internal Student Management System to record and track class progress
- Organising support sessions for students who have missed classes and/or require additional support
- Supporting the trainers with preparation and ordering of resources for classes from external suppliers
- Monthly reporting in relation to student progress, challenges and achievements
- Coordinating the administrative operations of the in-house practical skills program that encompasses Alterations Service and Production program engagement



Required skills and attributes

- Significant experience in successfully and professionally managing administration functions in a complex and dynamic environment
- Experience in effectively using judgement and decision-making skills to make recommendations and solve problems in relation to the administration function
- Demonstrated ability to work with minimal supervision
- Ability to plan regular work commitments and meet critical deadlines under pressure
- Ability to work with people from culturally and linguistically diverse backgrounds
- Experience or interest in the textile and sewing industry
- Retail experience is a bonus

Full time / Part time role - negotiable

How to apply

Please send through your CV and Cover letter to communications@vicsegefuture.org.au

Include, **Studio & Student Administrator**, in the subject line.

We encourage people from culturally and linguistically diverse communities to apply. Applications are due by, 3rd May 2021