

## Position Description

<b>Title:</b>	Centre Manager
<b>Reporting to:</b>	Centre Director
<b>Number of Direct Reports:</b>	0
<b>Working hours:</b>	Part time Monday to Friday (32 hours per week) Job Share can be considered
<b>Location:</b>	Tara Institute
<b>Date Prepared:</b>	11.10.24

### Company Information

Tara institute is a Tibetan Buddhist Centre based in Brighton, Melbourne, Australia. It is an affiliated centre of the FPMT. The FPMT is a network of worldwide centres, retreat centres, monasteries, nunneries, publishing services, hospices, and other services and projects functions to achieve the FPMT mission to preserve and spread Mahayana Buddhism worldwide.

The FPMT organization was founded in 1975 by Lama Thubten Yeshe (1935-1984) and Lama Thubten Zopa Rinpoche (1945 – 2023), both Tibetan Buddhist monks. The Foundation is devoted to preserving and spreading Mahayana Buddhism worldwide by creating opportunities to listen, reflect, meditate, practice, and actualize the unmistakable teachings of the Buddha and based on that experience spreading the Dharma to sentient beings.

We provide integrated education through which people’s minds and hearts can be transformed into their highest potential for the benefit of others, inspired by an attitude of universal responsibility and service. We are committed to creating harmonious environments and helping all beings develop their full potential of infinite wisdom and compassion. Our organization is based on the Buddhist tradition of Lama Tsongkhapa of Tibet as taught to us by our founders Lama Thubten Yeshe and Lama Zopa Rinpoche.

### Role Objective

The Centre Manager will report to the Director and support the work of the Tara Centre for Wisdom Culture Inc. In line with the Tara Institute 20-year vision the Centre Manager works closely with the Centre Director, Spiritual Program Coordinator, newly appointed Building Manager, and bookkeeper / accountant. The Centre Manager provides support to the various committees that oversee the running of Tara Institute including the Executive committee (Board); Management Team; Spiritual Program Team; and other teams e.g. publishing team as required. The person in the role will work closely with the residents (as required) and various volunteers to

ensure the Tara Institute program runs smoothly. All committee members are responsible for specific portfolios and the Centre Manager will liaise with them on issues pertaining to these as required.

## Key Accountabilities

<p>Communication</p>	<ul style="list-style-type: none"> <li>• Serve as the point of contact for visitors, students, and members of the community, providing information about the centre’s offerings</li> <li>• Take phone calls and emails and respond to or redirect enquiries appropriately to the various committee members</li> <li>• Help to foster a welcoming and supportive community atmosphere, where participants feel connected and engaged with the centre’s mission.</li> <li>• In consultation with the Centre Director (CD) and Spiritual Program Coordinator (SPC) develop improved systems for attracting and retaining volunteers</li> <li>• In conjunction with the Newsletter and Weekly Email publishing teams coordinating communication and information collation/dissemination including layout, proof reading, printing, and email distribution of the Tara Institute Newsletter (both digital and print versions) and weekly email</li> <li>• Work closely with the CD to ensure the flow of information and respond to arising issues</li> <li>• Manage written correspondence to membership and to outside organisations as directed</li> </ul>
<p>Administration</p>	<ul style="list-style-type: none"> <li>• Oversee general office administration, including email correspondence, answering phone calls, and handling inquiries from the public</li> <li>• Identify administrative areas requiring improvement and recommend changes accordingly</li> <li>• Develop operating procedures and work instructions for the front office including updating the Office Manual as needed</li> <li>• Manage bookings for short term accommodation or retreats</li> <li>• Paper and electronic filing and archiving</li> <li>• Oversee the centre’s finances daily, including donations, budgets, and expenditures. Work with the Treasurer and bookkeeper / accountant finance team to ensure accurate record-keeping</li> <li>• In consultation with the Treasurer as appropriate, research and purchase equipment and supplies</li> <li>• In conjunction with the CD coordinate the Management Team meetings</li> <li>• Provide monthly report to CD of Centre Manager activities</li> <li>• Handle registrations for classes, events, and retreats, ensuring participant information is managed confidentially and efficiently.</li> </ul>
<p>Accounts</p>	<ul style="list-style-type: none"> <li>• Data entry in the members’ database, manage and monitor memberships</li> </ul>

	<ul style="list-style-type: none"> <li>• Process electronic membership payments</li> <li>• Membership fees reminder letters</li> <li>• Consult regularly with the bookkeeper / accountant and make salary, superannuation and BAS payments</li> </ul>
Banking	<ul style="list-style-type: none"> <li>• Collect and bank bookshop payments, rental payments, donations, course fees and membership fees</li> <li>• In conjunction with the CC coordinate all tenants to move to electronic scheduled rental payments by Jan 2025</li> <li>• Process electronic rental payments</li> <li>• Monitor and report to CD any overdue rental payments</li> <li>• Record and file all payments</li> <li>• Working with the TI President coordinate new board appointments banking details as required – President, Treasurer, Centre Director and Centre Manager banking signatories</li> </ul>
Support Spiritual Program (SPC)	<ul style="list-style-type: none"> <li>• Assist the SPC as requested to arrange pujas, teachings, and weekend courses</li> <li>• In conjunction with the SPC coordinate events, set dates, organise bookings and meals, answer queries and take and record bookings and payments</li> <li>• Design posters and promote events</li> <li>• Maintain the noticeboard</li> <li>• In conjunction with the SPC and website team, coordinate and manage the centre’s calendar of events and provide information from the event template for events and monitor the webpage to ensure it is up to date (Wix platform)</li> <li>• In conjunction with the SPC, ensure that all program logistics, including audio/visual setups, materials, and participant registration, are effectively handled.</li> </ul>
Geshe care	<ul style="list-style-type: none"> <li>• In conjunction with the Geshe Care Coordinator, provide admin support and order provisions for the Geshes as needed</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• Install relevant computer software updates</li> <li>• Maintain and utilise virus and similar software</li> <li>• Oversee the general system maintenance</li> <li>• Maintain appropriate information technology skills</li> <li>• Provide support and or training for new volunteers with the Google workspace</li> <li>• In conjunction with the CD, SPC and management team maintain the centre’s website and social media platforms, ensuring times updates about programs, events and news</li> <li>• Coordinate the Event template for all events in conjunction with the SPC, CD, committees, teams, with the website team</li> </ul>
Volunteers	<ul style="list-style-type: none"> <li>• Recruit, train, and supervise volunteers for various roles, such as event support, administration, cleaning, and kitchen duties.</li> <li>• Provide ongoing support and guidance to volunteers, ensuring they are aligned with the centre’s values and objectives.</li> <li>• Foster a harmonious and positive environment for volunteers, encouraging teamwork and cooperation.</li> </ul>

Teamwork	<ul style="list-style-type: none"> <li>• Work in conjunction with the Building Manager to support building maintenance program and residents as needed</li> <li>• Work with all committees, teams and volunteers as required</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Identify hazards and risks in the building with the Building Manager, Resident representative, and Centre Director</li> <li>• In conjunction with the CD liaise with the Café Bliss Management to ensure that the kitchen complies with regulations</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Incorporation compliance</li> <li>• Annual returns</li> <li>• Notification of Annual General Meeting in conjunction with the Tara Institute Secretary</li> <li>• In conjunction with the Secretary of the Executive Committee coordinate the Annual Report (collecting content, design, printing) with the Tara Institute Secretary</li> <li>• Liaison with Bayside council and other outside organisations</li> <li>• In conjunction with the bookkeeper / accountant and TI Treasurer coordinate the Annual audit – provide all relevant documents (including a large range of invoices)</li> </ul>

## Skills and Experience

<ul style="list-style-type: none"> <li>• Understanding of and commitment to the values and ideals of Tara Institute and the FPMT</li> </ul>
<ul style="list-style-type: none"> <li>• Experience in management or administration, preferably in a non-profit, spiritual, or community organization</li> </ul>
<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills, with the ability to work with a diverse group of people</li> </ul>
<ul style="list-style-type: none"> <li>• Proficiency in computer applications (especially Google workspace, Word, Excel, Publisher, Gmail, Mailchimp, Wix, ATO Business, Portal, online banking)</li> </ul>
<ul style="list-style-type: none"> <li>• High level of attention to detail and ability to undertake routine tasks with great care</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent communication, negotiation, and interpersonal skills</li> </ul>
<ul style="list-style-type: none"> <li>• Highly developed organisational and time management skills</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to be proactive, work flexibly and demonstrate initiative, handling a variety of projects concurrently with minimal supervision, working independently and as part of a team</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent written communication skills, with good awareness of grammar and punctuation and ability to proofread with care</li> </ul>

## Qualifications

- Tertiary qualification in a relevant field or equivalent experience

Please note that as a condition of employment, the successful candidate will be required to undergo a police record check and a working with children check. This is necessary to ensure the safety and security of Tara Institute and its stakeholders. A satisfactory result is required before the final offer of employment can be extended. You must also hold relevant working rights in Australia.