



Position description

Office Administrator High Street Uniting Church, Frankston

Reporting to:	The Church Council, through the Minister
Location:	High Street Uniting Church 16-18 High Street Frankston VIC
Employment type:	Permanent Part Time
Hours:	15 Hours per week: 9:30-12:30 Monday to Friday
Date:	November 2021

Employee

Signature

Date

Manager

Signature

Date

High Street Uniting Church, Frankston

We are a community of the Uniting Church in Frankston worshipping, celebrating and witnessing God's love in the world, enabling people to discover new life through the Holy Spirit and to live by that discovery. Our vision statement is

Connecting Younger Generations *in God's love*
Strengthening Community *through the Holy Spirit*
Embracing All People *with Christ's compassion*

Role purpose

The Office Administrator plays a key part in supporting the church's goals of celebrating and witnessing God's love in the world. The role provides a range of administration services including customer-focused reception, record keeping, volunteer rostering, hall bookings and maintaining tidiness in the church and office. The Office Administrator also supports regular Sunday services, and special events in the life of the congregation.

Key selection criteria

Qualifications and experience

This position requires the following knowledge and experience:

- Proven experience in reception and administration
- Experience in a customer service role, with a focus on addressing others' needs
- Experience within the not-for-profit sector is desirable (but not a requirement)

Skills and abilities

The successful applicant will have the following skills and abilities:

1. **Administration skills:** ability to manage competing priorities and meet deadlines; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress; ability to work with computer-based systems including email, databases and presentation software and to develop required proficiencies.
2. **Customer service:** ability to provide outstanding levels of service; capacity to be accountable and responsive to service issues that arise; and to manage risks or impediments to service delivery.
3. **Attention to detail:** observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
4. **Team-work:** ability to cooperate and work well with others in pursuit of team goals; to collaborate and share information; to show consideration, concern and respect for others' feelings and ideas; to accommodate and thrive in context of others' different working styles.
5. **Problem solving:** seeks all relevant information for problem solving; probes for the facts; analyses issues from different perspectives; identifies and proposes workable solutions to problems.

Personal competencies and qualities

The successful applicant will also possess these personal competencies and qualities.

6. **Initiative and accountability:** ability to be proactive; can seize opportunities and act on them; takes responsibility for own actions.
7. **Communication skills:** demonstrates excellent verbal and written communication skills; excellent interpersonal skills, and ability to effectively interact with a diverse range of individuals, key personnel, external/ community groups and church committees.
8. **Spiritual awareness:** ability to demonstrate insight into the importance of faith; ability to reflect on one's own spiritual life and interacts comfortably with people of all faiths.

Applicants will be required to obtain a Working with Children Check, and their employment will be subject to satisfactory completion of a National Criminal History Check. Applicants will be required to be fully vaccinated against COVID-19.

Key accountabilities and activities

Key accountabilities	Key activities
Provide administration services	<p>Deliver reliable administration support, including:</p> <ul style="list-style-type: none">• Provide courteous and helpful reception services, including making appropriate referrals to the ministry team• Check and respond to phone messages, mail and emails in a timely manner• Produce weekly news-sheets and orders of service, and distribute via email, the website, and printed copies at the church• Prepare content for Sunday worship for the data projector• Prepare and distribute regular church rosters• Assist the production and mailing of the monthly <i>High Street Times</i>• Assist HSUC groups (eg Bible study groups/fete committee) with ordering resources, printing flyers etc• Coordinate and collate contributions from various church groups into the Annual Report for the AGM• Maintain records, including the Church Rolls, the Working With Children Check database, and the Key Register• Filing and other administrative duties as required <p>Coordinate the purchase of supplies for the kitchen, toilets, and cleaning products for the cleaner.</p> <p>Manage all hall/ facility bookings.</p> <p>Maintain a simple and accurate record of petty cash and building use fees.</p> <p>Ensure the good order of the facilities, including the kitchenette, office and storage spaces.</p>

Provide support for special events	<p>Coordinate logistical details for baptisms, weddings and funerals.</p> <p>Coordinate with those required to assist at weddings and funerals.</p>
Communicate effectively	<p>Confidently convey ideas and information in a clear and professional way. Use feedback to refine communication, and to appropriately respond to difficult and sensitive communications.</p> <p>Write and edit written communications to ensure they contain the information necessary to achieve their purpose.</p> <p>Maintain appropriate confidentiality with personal information.</p>
Demonstrate team-work	<p>Openly share insights with others. Maintain effective and respectful relationships.</p> <p>Participate in meetings and conversations with peers in a way that encourages collaboration, connection, and lighter and simpler systems.</p> <p>Resolve any conflicts that may arise, through effective reconciliation methods.</p> <p>Participate in development activities and exercises to enhance own leadership and foster a culture of teamwork within the Church.</p>

Probationary Period

This appointment is subject to the satisfactory completion of a probationary period of 3 months. During the probationary period, either the High Street Uniting Church Council, or the successful applicant, may terminate your employment in accordance with the agreement.

Remuneration

The position will be remunerated according to the Clerk's Award, level 3, currently \$25.00 per hour. Superannuation will be in accordance with the Clerk's Award, Level 3, at a rate of 10%.

Endorsed by the Church Council: 23 November 2021

Signed: Ross Huggard, *Chairperson*