

Monday, 21 December 2020

Job Description - Administrative Assistant / Receptionist

(Maternity leave cover 6 Months)

ROLE STATEMENT

To provide efficient and effective administration support to the Support Ministry functions of Scripture Union. Support our staff team and ministries through general reception duties, general administrative support, database management, bookings management and ministry program administration.

Core Competencies

- Excellent organisation and administration skills.
- Excellent written and verbal skills.
- Excellent phone manner.
- Ability to understand and act upon given instructions for a task.
- Ability to relate to a variety of people of varying ages.
- Ability to manage and prioritise tasks to meet deadlines.
- Ability to manage the completion effectively and efficiently of delegated tasks.
- Ability to work well under pressure.
- Ability to operate MS Word, MS Excel and complete data entry to advanced level
- Experience in database management (desirable).
- Experience in providing administrative support to ministry programs (desirable).

The Administrative Assistant/Receptionist

- Understands and identifies with the international Aims, Beliefs and Working Principles of SU and the Values of SU WA, agreeing to minister in accordance with them.
- Must be committed to meeting God regularly through the Bible and prayer as the key to effective ministry.
- Must be connected to a local faith community.
- Must be on guard to balance the demands of the job with the demands of family and local church life.

RESPONSIBILITIES

Reception

Outcome: Phone, email and off the street inquiries receive friendly, helpful and accurate service from SU at the point of first contact.

These will be achieved by:

- Answering and distributing inquiries to the appropriate person in line with the SU WA Messaging Guide.
- Answering calls in a friendly and professional manner at all times.
- Coordinating with the other Administrative Staff to ensure reception and phones are always covered during the work week.
- Coordinating that the phone answering machine is engaged for out of office and weekend calls.

Administration

Outcome: Administration needs of the organisation are met.

This will be achieved by:

- Arranging to invoice and receipt as required.
- Providing photocopying and word processing duties for staff as required.
- Assisting Field Ministry Coordinators with general administration duties.
- Recording and arranging distribution of correspondence and assisting in organised mail outs as required.
- Keep SU's main database/ CRM (Profiler) up to date and creating new entries as needed.
- Assisting with brochure and resource production and distribution.
- Overseeing the Camp Brochure mail-out, database and Camp Brochure email list.
- Prepare Mail-Chimp mail-outs & bulk SMS messages as required.
- Preparing databases and mail-outs for Ministries.
- Assisting with updating Social Media.
- Updating Web-site.
- Booking equipment and invoicing programs, volunteers and staff for equipment usage through our Equipment Database.

- Stocktake quarterly ChildSafe, Biblical, Handbooks and Study Guides, order as required.
- Keep office and stationery supplies up to date and on budget.
- Producing Team Leader files and kits as required.
- Providing administration and hands-on support for SU events.
- Minute taking for meetings as required (some nights may be required)

Banking and Mail

- Processing and recording mail (in-coming & out-going) on a daily basis.
- Processing donations and receipts through the database on a daily basis.
- Complete weekly banking.

Volunteer Database Management – Join A Team (JAT).

Outcome: Volunteers and Members of SU are entered into the JAT database correctly.

This will be achieved by:

- Processing Volunteer Applications on the JAT System, ensuring the system is up to date weekly.
- Processing Working with Children Checks and referee checks, and performing referee checks as required.
- Assisting Coordinators with following up and processing of Volunteer Appointments and Working with Children Checks.
- Follow up potential leader referees.
- Updating approvals as needed and ensuring accuracy.
- Performing the Profiler/JAT syncing and interface.

Camp Application Administration

Outcome: Team Leaders receive advanced admin support to ensure all camp application forms get processed correctly, accurately and the Team Leaders are informed appropriately.

This will be achieved through:

- Camp registration process.
- Recording data.

- Processing payments/ follow up un-paid fees.
- Sending out confirmation letters and informing Team Leaders of participants.
- Post Camp process including rolling over JaT.
- Feedback form processing.

Housekeeping

Outcome: SU Bayswater facilities including meeting areas and kitchen are available for use by staff, volunteers and other users as required. These areas need to be maintained in a clean and presentable manner.

This will be achieved by:

- Keeping the meeting rooms tidy and preparing the room for meetings.
- Keeping the kitchen neat and purchasing kitchen supplies.
- Ensuring the fridge and stove are presentable and clean.

Events

Outcome: Ensure SU WA events run smoothly and to a high quality (*when required*).

This will be achieved through:

- Overseeing the running of events, in partnership with the Ministries Coordinators and the Executive Leadership Team members.

This will particularly involve:

- Overseeing registrations and logistics with the appropriate staff members.
- Supporting staff in preparation of tasks.
- Ensuring that tasks needed for the quality running of the event happen on time.
- Arranging mail-outs and promotional material for the event.

Other Duties

- Seek opportunities to promote SU WA and its programs and activities.
- Participate in joint activities as part of the staff team, particularly Morning Devotions, Review and Planning Days, Staff Conference, Spiritual Retreat, Staff Meetings and the AGM.

- Maintain close and regular contact with the team of people who offer financial and prayer support to SU WA.
- Support and assist with training activities of SU WA.
- Hold the ministry of SU WA before God, praying for it, investing in the spiritual health of it and encouraging others to do likewise.

Relationships

The staff person:

- Will be directly responsible to a member of the Executive Leadership Team and work in partnership with them in overseeing Administration.
- Works in partnership with the administration team and Finance Officer in completion of tasks.
- Will be part of the Ministry Support Team.
- Will work in partnership with the Ministry Teams, as necessary and appropriate.
- Shall maintain close and regular contact with the team of people who offer financial and prayer support.
- Will relate to SU WA volunteers, supporters, clients of SU WA and members of the wider Christian community.
- Is ultimately responsible to the Executive Leadership Team of SU WA.

Conditions

The position is (0.8 FTE) 30 hours per week, Mon – Fri 8:30am – 3:00pm. Remuneration is in line with Clerks - Private Sector Award 2010 (MA000002) \$23.97 p/hr

Date 25th January 2021

Accepted by _____ Signed: _____ Date: _____