**ROLE AND COMPETENCY DESCRIPTION**

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| **Position Title:** | **Administration Officer (Level Four)** |
| **Section:** | Administration Team |
| **Church:** | Cornerstone Church, Busselton |
| **Conditions:** | 0.6FTE (24 hours / week) |
| **Term:** | Twelve (12) months Contract (inclusive of probationary period) |
| **Probationary Period:** | Three (3) months |
| **Salary:** | $41,782 (pro rata $25,069.20) plus 9.25% Superannuation and Leave Loading *(Clerks Private Sector Award 2010)* |
| **Review Process:** | Role and Performance Review conducted annually |

*This document presents the Role and Competency Description for the above position. The Role Description (A) describes the nature of the role: the responsibilities, duties and key outcomes/activities of the position. The Competency Description (B) sets out the essential and desirable qualifications, abilities, knowledge and experience required of the applicant appointed to this role.*

# A. ROLE DESCRIPTION

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| 1. **Summary of the broad purpose of the position and its responsibilities/duties**   The position’s key role and purpose is to manage the day to day administrative functions of the Cornerstone Church office, including customer service, maintaining office supplies and resources, banking, mail, updating and maintaining church records, basic retail sales, and the provision of administrative support to pastoral staff (and ministries as directed).  This role will also include some coordination of resource bookings and hire (including the oversight of the Cornerstone Church Resource Centre), volunteer and service rosters, and the provision of a friendly and efficient ‘front of house’ service for the church for all enquiries. |

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| Reporting / Working Relationships This position reports directly to the Associate Pastor responsible for oversight of Administration staff and works in partnership with other members of the Administration team. |

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| Statement of Key Outcomes/Activities **Administration**   * Providing high level of customer service to all enquiries * All administrative/reception duties as required, including responding to enquiries (phone, face to face and email), preparation of correspondence, providing details of ministries and leaders for volunteer opportunities and community access * Clerical duties including maintaining central email, processing mail, filing, data entry, counting and reconciliation of weekly banking * Maintenance and development of Church Management Software and processes * Coordination of internal rosters for services and ministry areas * Updating of Cornerstone social media platforms as directed * Coordination of facility and resources bookings, including maintenance of required consumable items (eg: tea, coffee, cups, etc) * Develop and publish weekly Cornerstone Church newsletter * Provide back up to Finance staff as required * Provide administrative support to pastoral staff * Coordination of contracted cleaning services for Cornerstone Church facilities   **Church Resources / Ministry Support**   * Providing administrative support to ministries as appropriate * Processing of point of sale purchases * Providing high level of customer service and sales within Cornerstone Church Resource Centre * In conjunction with Associate Pastor, oversee and coordinate Cornerstone Church Resource Centre, including volunteers as required * Provide monthly reports on activities of Cornerstone Church Resource Centre to Associate Pastor * Process and upload sermons and documents to Cornerstone Church website as required   **General**   * Participating in Cornerstone Church of Christ teams and meetings as required (eg: weekly staff meetings, termly ministry network meetings) * Undertaking individual training and development as required * Seek to operate with integrity at all times * Demonstrate a mature Christian faith, particularly in the area of relational maturity * Demonstrate a team focus, and the ability to mobilise others to be a part of a team |

**B. COMPETENCY DESCRIPTION**

**1. ESSENTIAL SELECTION CRITERIA**

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| Essential Skills, Knowledge and Experience Applicants will be able to demonstrate evidence of the following fundamental requirements of this position:   * Demonstrated evidence of Christian maturity and a personal walk with God * Commitment and loyalty to the vision, mission and goals of Cornerstone Church * Demonstrated experience in providing excellent customer service * Demonstrated experience in completing a range of administrative tasks * A good level of communication and interpersonal skills including the ability to work as a part of a team oriented working environment, and to mobilise others as part of a team culture * Well-developed computer skills including demonstrated experience in the use of a range of Microsoft Office products (eg: Word, Excel, etc) and desktop publishing software to an intermediate level * Demonstrated competence in managing procedures, processes and resources * Excellent time management skills |

**2. DESIRABLE CHARACTERISTICS**

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| 2.1 Desirable Skills, Knowledge and Experience **Personal Abilities / Aptitude / Skills**   * Demonstrated ability to acquire knowledge and learn relevant new skills in short time frames * Ability to adapt work practices to meet changing circumstances * Ability to recruit, enlist, mobilise and encourage volunteers   **Experience**   * Experience with Point of Sale transactions and working within a retail environment * Experience reporting against a budget |

### C. CERTIFICATION

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| Endorsed as the current job and person specification for this position.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Senior Pastor** \_\_\_\_/\_\_\_\_/\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Associate Pastor** \_\_\_\_/\_\_\_\_/\_\_\_\_ |