

Position Description: Senior Office Administrator

Purpose of Position

The Senior Office Administrator is responsible for the effective operation of the Living Faith Office functions, releasing and enhancing the ministry gifts of the Living Faith pastoral team, by providing efficient administrative support consistent with the values and principles of Living Faith Church.

Reporting / working relationships

This position reports to the Senior Pastor of Living Faith

To be successful in this role, the Senior Office Administrator will maintain close working relationships with the department leaders in the church, acting as a central communication and collaboration point. By getting to know the department leaders, their programs and working patterns, the Senior Office Administrator will successfully plan and coordinate services and events within Living Faith.

The Senior Office Administrator will support the supervision of other office staff and volunteers by mentoring them and helping them optimise their own workload.

The Senior Office Administrator will also manage their interactions with Living Faith members and visitors in a professional and caring way.

Special Conditions

This position must be held by someone who is a member of Living Faith, or who is eligible and willing to become a member.

Key Responsibilities

- Selecting, recruiting, training and following up volunteers to perform office and Sunday service roles.
- Ongoing volunteer rostering and coordination.
- Perform project/event management for key Living Faith events, such as Christmas and Easter.

General Responsibilities

Workplace Safety

- Adhere to the policies and procedures of Living Faith Church and encourage adherence by team members.
- Create and file reports regarding incidents, hazards or safety concerns under the direction of the Senior Pastor.
- Oversee the administration of Living Faith's Safety Management Online (SMO) tool which records training compliance and clearances.

Administration

Working with a team of enthusiastic volunteers

- Answer and direct incoming telephone calls; primary back up for volunteer receptionist.
- Manage the systems for maintaining, storing and destroying paper and electronic records.
- Manage inventory of all office supplies and procure supplies as needed
- Establish and maintain office procedures and communication systems.
- Process incoming and outgoing mail.
- Oversee the structure and integrity of the church's computer membership database.
- Maintain the LF key register
- Oversee the scheduling or reminders and creation of the weekly order of service
- Oversee the administration and update of Living Faith's web site (such as weekly sermon updates)

Volunteer management and development

- Recruit, schedule and train volunteers to assist with projects and tasks.
- Take primary responsibility for creating rosters (with a support tool, currently Pastoral Care) and managing exceptions (mainly when a person can't be on a roster, e.g. due to holidays or illness).
- Delegate and supervise the work of volunteers.
- Mobilise volunteer teams to meet special needs
- Connect volunteers with tasks that suit their passions and talents to meet needs within the church and wider community

Special Project/Event management

- Oversee special projects as directed by Senior Pastor
- Oversee the management of special events (special services, Christmas, Easter, church lunches, conferences, etc) as required
- Manage the booking calendar for the various church buildings and coordinate church events, private rental (such as Weight Watchers), birthday parties and music rehearsals to avoid clashes.
- Manage the administration of events such as leadership training nights, team lunch meetings by organising bookings, scheduling people, providing reminders and arranging catering.

Role Development

- Participate in the development of this role and others as Living Faith and this team continue to grow

Financial Responsibility

- Make sound financial decisions and maintain records responsibly when using Living Faith funds
- Manage communication with staff and volunteers to ensure they have cleaning, catering or office supplies as needed, and delegate the procurement of supplies as required.
- Using a Living Faith credit card, manage office expenditure on products and services required for the smooth running of the office.
- Retain and reconcile receipts on a monthly basis.
- Be a responsible key holder for the Living Faith safe
- Delegate or undertake if required, the weekly banking process.

Personal Abilities/Aptitudes/Skills

- Ability to organise and prioritise personal work load taking into account the needs and priorities of the senior pastor.
- Ability to work under limited supervision and direction.
- Effective communication and interpersonal skills, with the ability to relate well to people.
- Neat, casual appearance and demeanour.

Confidentiality

- Maintains the confidentiality of personal information about staff, volunteers and any person or entity associated with the Church in accordance with the policies of Living Faith

Training

- Undertakes initial induction training
- Participates in ongoing training to assist with the role whenever possible

General

- Attendance of meetings as required.

Hours of Engagement:

- Rostered shifts and times as agreed with the Senior Pastor.