



Position Description
Administration Assistant

Reporting to:	Manager Administration & Secretariat Governance
Unit:	Secretariat
Location:	CBD, Melbourne (office based)
Tenure:	Permanent part-time
Hours per week:	30 hours (.8 FTE)
Cost centre:	SG300 (CO66)
Date:	May 2024

Name

Signature

Date

Manager

Signature

Date

Secretariat

The Secretariat incorporates a range of responsibilities to ensure that compliance and risk, strategic, pastoral and relational activities align with the Synod's strategic direction and fulfilling Constitutional responsibilities (In particular under paragraph 32, Uniting Church in Australia Constitution). Working across the life of the Church, the Secretariat undertakes responsibilities including strategic direction, governance administration, legal services, safe church support and resources, and ministry services.

The Secretariat is responsible for the overall stewardship of resources allocated to Synod Ministries and Operations. Through this stewardship, the General Secretary fosters the Synod's mission and ministry, capacity building and supports the highest level of accountability so that the Church's resources are responsibly and sustainably managed.

The Secretariat plays a pivotal role in nurturing relationships and building partnerships and connections. The Secretariat administers Synod Ministries and Operations to ensure good governance, accountability, and that collaborative, light and simple work systems exist to benefit congregations and presbyteries.

Governance & Administration Team

The Governance & Administration team is responsible for delivering administration services to ensure the General Secretary, the Associate General Secretary, the Moderator and governance committees (including Synod Standing Committee) are supported to fulfil their duties and accountabilities. It ensures the management of property complies with the Uniting Church regulations, statutory instruments and appropriate registers. The Governance & Administration team focuses on governance, strategic direction, compliance and administration. This includes managing the gathering of approximately 300 elected Synod members every 18 months at a Synod meeting (a mixture of a conference and an AGM) and providing governance administration for the Synod Standing Committee (the executive level board of the Synod appointed for decision making between Synod meetings).

In addition, the Governance & Administration team also supports a number of other governance and ministry service committees including one of the Synod Standing Committee's main governance sub-committees, the Mission and Ministry Committee; and some smaller committees including the Terms of Placement Committee; Pastoral Assistance Committee; and Admission of Ministers Committee. In support of governance, Governance & Administration team supports the Senior Leadership Team, which implements strategy and policies to guide the work of Synod Ministries and Operations.

Another high priority of the Governance & Administration team is to strengthen relationships between the Synod and the Assembly, presbyteries and agencies: Uniting, Uniting AgeWell and U Ethical. Some examples of this are the Presbyteries-Synod Forum – which works to enhance the relationship between the Synod and presbyteries, and between presbyteries; and the Walking Together group – bringing together the Synod, the Uniting Aboriginal and Islander Christian Congress Victoria and the Uniting Aboriginal and Islander Christian Congress Tasmania to walk together as first and second peoples.

Role purpose

The Administration Assistant provides administration services to support the governance and administration responsibilities of the Office of the General Secretary.

The Administration Assistant plays a key role in maintaining accurate client records in the CRM. The role enters and cleanses data, communicates with staff in all teams and units of Synod Ministries and Operations and supports records management.

As part of a rotating roster of administration staff, the Administration Assistant welcomes visitors, triage calls, handles and directs incoming/outgoing mail and inquiries.

This role also offers hospitality to enhance and host members meetings and the role supports the planning and production of the bi-annual Synod meeting.

Key selection criteria

Qualifications and experience

This position requires the following knowledge and experience:

- Qualifications in administration, event planning and/or equivalent experience
- Proven experience in an administrative role, with skills in customer service
- Working knowledge of Microsoft Office suite essential
- Experience and/or desire to work in the not-for-profit sector, an advantage

Skills and abilities

This position requires the following skill and abilities:

1. **Administrative skills:** ability to use initiative and identify priorities in relation to work demands; sound understanding of good governance, related policies and procedures. Ability to tailor work flow/systems and prioritise; deals with issues that arise; can handle sensitive and confidential information.
2. **Detail focus:** excellent attention to detail and accuracy; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
3. **Client service:** ability to provide outstanding levels of service; be highly accountable and responsive to service issues that arise; and to manage risks to service delivery.
4. **Team work:** cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles.
5. **Relationship development:** ability to identify issues in common and seek knowledge to build mutually beneficial partnerships; identify and respond to other people's underlying needs and can use the understanding of the context to achieve goals and resolve problems.

Personal competencies/qualities

This position requires the following competencies and qualities:

6. **Communication skills:** excellent written skills with the ability to be courteous and diplomatic and interact with diverse range of individuals, groups; can confidently convey ideas and information in a clear and interesting way.
7. **Spiritual awareness:** demonstrates insight into the importance of faith; reflects on one's own spiritual life and interacts comfortably with people of all faiths.
8. **Awareness of culture and diversity:** awareness of issues related to inclusion and fairness; understanding of diversity in culture (importance of Culturally and Linguistically Diverse – CALD – communities), ability, age, gender and sexuality (issues related to Lesbian Gay Bisexual Transgender Intersex – LGBTI – communities); capacity to embrace the values and benefits of diverse communities, including in faith-based gatherings and workplaces.

Other requirements

Applicants will be required to obtain a Working with Children's Check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

Flexibility is required in terms of working hours, with work on weekends and/or in evenings necessary from time to time.

Applicants must be willing to work within the Synod Ministries and Operations Values & Characteristics (see below).

Key accountabilities and activities

Key accountabilities	Key activities
Provide administration and reception support	<p>Provide administration support for the Office of the General Secretary team, including:</p> <ul style="list-style-type: none">• data entry and maintenance• edit and format correspondence/meeting reports/papers• order and purchase office and catering supplies• accurate electronic work filing systems <p>Review and up-date data stored in the CRM database, including, for example:</p> <ul style="list-style-type: none">• receiving and processing all requests for online directory access• creating and updating contact and organisation records• working closely with the EA to the Associate General Secretary to support the regular and timely maintenance of data on the CRM. <p>As part of a rotating roster of administration staff provide reception support including, for example:</p> <ul style="list-style-type: none">• triage calls and liaise with concierge and security re visitors and greet guests• book visitor car parking• handle incoming/outgoing mail and couriers

	<ul style="list-style-type: none"> • answer phone calls • milk orders and deliveries <p>Act as the Information Officer for reception information aligned to the Synod Ministry and Operations Information Management Framework.</p> <p>Assist visitors with meeting rooms booking, the usage and cleanliness of the catering kitchen.</p> <p>Provide hospitality for meetings and support the maintenance of the catering kitchen. Order and receive food, set up and clean tables, providing refreshments</p> <p>Under the direction of the Manager Administration and Secretariat Governance provide administration support for the planning and implementation of the 18 monthly Synod Meeting.</p> <p>Provide other administration services as requested.</p>
Maintain relationships	Develop and maintain good working relationships with relevant people and groups across the life of the Church.
Communicate effectively	<p>Confidently convey ideas and information in a clear and interesting way, clearly understanding the target audience and the objectives of the communication, using feedback to refine communication and handle difficult and sensitive communications well.</p> <p>Write correspondence, emails and minutes using clear, concise and grammatically correct language and edit written communications to ensure they contain the information necessary to achieve their purpose.</p> <p>Use multiple communication channels to tailor communication to relevant audiences.</p>
Demonstrate teamwork	<p>Share insights and work well with other team members.</p> <p>Maintain effective and respectful relationships. Resolve any conflict that may arise through effective reconciliation methods.</p> <p>Participate in Secretariat team meetings and conversations in ways that encourage collaboration, connection and enhanced processes.</p>
Manage self	<p>Ensure clearly defined goals are established, annual operational plans are in place and that own role description remains accurate.</p> <p>Role-model the Church's workplace ethos and values, as outlined below.</p> <p>Prepare, in consultation with the manager, own work plan annually with agreed measurable outcomes.</p> <p>Demonstrate a commitment to developing self, learning new skills and gaining new insights into own effectiveness.</p> <p>Actively participate in the annual Performance, Planning and Development Program (PPD).</p>

Synod Vision

Following Christ, walking together as First and Second Peoples, seeking community, compassion and justice for all creation.

Synod Ministries and Operations Mission

To inspire, resource and enable presbyteries, congregations and agencies to live Synod's vision.

Values and Characteristics

Trust – *a dependable partner* - being a dependable partner that builds trust through: respectful, just and honest action; acting with integrity; ensuring the safety of all children and vulnerable people is paramount; aligning policy and practices; and fulfilling promises.

Collaboration – *a shared responsibility* - taking responsibility and collaborating through; knowledge sharing; inclusive decision making; and walking together as First and Second Peoples.

Growth – *an expansive culture* - embracing a culture of generosity and growth by: nurturing new ways of doing things; continuous improvement to practices, systems and processes; hearing all voices, contributions; welcoming diversity and consultative leadership.

Sustainability – *a healthy ecosystem* - maintaining a vibrant environment by: the intentional use of resources and ensuring we have the right skills, development, gifts and talents where we and our work flourish.