



## Position description

# Administration Support Officer

<b>Reporting to:</b>	Manager Assets & Administration
<b>Unit:</b>	Mission Resourcing Unit
<b>Location:</b>	Parkville & Melbourne CBD
<b>Tenure:</b>	Ongoing
<b>Hours per week:</b>	Full Time - 37.5
<b>Cost centre:</b>	C061
<b>Date:</b>	June 2024

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Employee

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Signature

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Date

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Director

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Signature

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Date

## **Uniting Church in Australia – Synod of Victoria and Tasmania**

The UCAVT (Uniting Church in Australia – Synod of Victoria and Tasmania) is the Council of the Uniting Church in Australia (UCA) responsible for the general oversight, direction and administration of the Church's worship, witness and service in the region allotted to it. It exercises pastoral, executive, administrative and disciplinary responsibilities in relation to the presbyteries within its bounds. In particular, it promotes and encourages the work of the Church, assisting congregations and presbyteries within its bounds in their faithful participation in the mission of God.

### **Mission Resourcing Unit**

Within synod-based operations, the Mission Resourcing Unit (MRU) offers a range of professional services that are financial, technological and people-related, to support and resource mission and ministry. The MRU supports and resources the aspirations outlined in the Synod's Strategic Framework (our Vision Statement, Mission Principles, Statements of Intent, Strategic Priorities and Areas of Focus). Underpinned by a culture of service excellence, the MRU aims to provide timely and accurate advice, information and services that support presbyteries and faith communities, and partners with them to advance mission and ministry. The MRU strives to demonstrate leadership by actively:

- promoting all aspects of the Synod's life, and deliberately addressing the Strategic Priorities and Areas of Focus as resolved by the Synod
- developing networks and building deep partnerships across synod-based ministries and operations, presbyteries and their congregations

### **Property Services team**

The Synod of Victoria and Tasmania has a substantial property portfolio held through its congregations, presbyteries, agencies, schools and other institutions. Within the MRU, the Property Services Team works to ensure that the Synod's property and assets are aligned with its strategic directions, and are developed effectively, wisely, and legally for the purpose of supporting mission.

The team provides advice and resources to the Synod, presbyteries, congregations and other institutions of the Church in Victoria and Tasmania, regarding all aspects of property and real estate management and development. It works within the context of delegations and the Church's Regulations.

### **Role purpose**

Reporting to the Manager Assets & Administration, the Administration Support Officer provides a range of administrative services and plays an important part in record keeping, database management, logistics, contractor liaison and supervision, and reporting.

The role coordinates property-related documentation in relation to property sales, leases and contracts. The role carries out title searches, research, and correspondence to progress land sales, and follows up on compliance-related documentation.

The Administration Support Officer will be the first point of contact and provide customer service, information and triage services to congregations, tenants, and contractors and/or visitors at both Wesley Place and the Centre for Theology & Ministry (CTM) in Parkville.

# Key selection criteria

## Qualifications and experience

This position requires the following qualifications and experience:

- Tertiary qualifications in administration, real estate or property services
- At least four years' experience in a similar role
- Experience working in a not-for-profit organisation would be an advantage
- Understanding of the Uniting Church would be an advantage but not essential

## Skills and abilities

The successful applicant will have the following skills and abilities.

1. **Technical skills:** knowledge of property sale processes, regulations and relevant documentation; establishing data management protocols/processes and for ongoing data maintenance and cleansing activities; ability to analyse data and develop reports within a CRM using PowerBI directly and/or through Excel.
2. **Administration skills:** ability to use initiative and identify priorities in relation to work demands; ensuring priority tasks are scheduled to meet deadlines. High proficiency in Microsoft Office, particularly excel, power point, and outlook. Experience with the use of databases including input, maintenance and reports.
3. **Customer services:** ability to provide outstanding levels of service, within the organisational context, to a client or stakeholder; to be highly accountable and responsive to service issues that arise, and to manage risks to service delivery.
4. **Communication skills:** excellent verbal and written communication skills; excellent interpersonal skills and ability to effectively interact with a diverse range of individuals, groups and committees. Exceptional attention to detail in written communications.
5. **Teamwork:** 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.
6. **Problem solving:** seeks all relevant information for problem solving; investigates and probes for the facts and liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems. Seeks clarity on complex matters before proceeding.
7. **Conceptual and analytical ability:** ability to deal with concepts and complexity comfortably; to use analytical and conceptual skills to reason through problems; to be creative with ideas and to link these to practical and effective innovations.

## Personal competencies/qualities

The successful applicant will also have these competencies and qualities.

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 may 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.

The role is required to attend the workplace three days a week at Centre for Theology and Ministry, 29 College Crescent, Parkville; one or two days a week at Wesley Place, 130 Lonsdale Street, Melbourne; one day a week working from home is optional.

Some flexibility in working hours may be required with work on weekends and/or in evenings necessary from time to time. Annual leave may not be taken immediately prior to or during the Synod meeting. Travel within Victoria and Tasmania, and interstate, may be required. Applicants will require a current driver's licence.

Applicants must be willing to work within the UCA's workplace values and characteristics (see below). They must support the directions outlined in the Synod's document 'Our Vision Statement, Mission Principles, Statements of Intent, Strategic Priorities and Areas of Focus'.

## Key accountabilities and activities

Key accountabilities	Key activities
Provide administration services	<p>Be the first point of contact and provide customer service, information and triage services to CTM, congregations, tenants, contractors and/or visitors.</p> <p>Whilst at the CTM Parkville site three days per week, coordinate property repair and/or issues including, for example,</p> <ul style="list-style-type: none"> <li>• responding to building faults and scheduled maintenance,</li> <li>• dealing with on-site trade people,</li> <li>• maintenance and repair contractors,</li> <li>• and liaising with the Manager - Marketing, Functions and Administration.</li> </ul> <p>Coordinate property repair and/or issues at CTM Parkville work site, including, for example responding to building faults, dealing with on-site trade people, maintenance and repair contractors.</p> <p>Assist with the review of the Property Services shared drive, accurately retain records, archive records accordingly, and provide administration services including, for example;</p> <ul style="list-style-type: none"> <li>• hard coping filing and photocopying</li> <li>• collate committee papers, reports, and various documents, agendas or correspondence for distribution</li> <li>• take minutes and coordinate meeting attendees</li> <li>• maintain data bases, registers and CRM, including fleet cars, manses, and leases (short and long term)</li> <li>• provide reports</li> </ul>

	<ul style="list-style-type: none"> <li>• book pool cars and visitor car parking</li> <li>• update intranet and UCA web site information</li> <li>• process invoices and motor vehicle documentation</li> </ul> <p>Provide administration support and stakeholder/client follow up for property related compliance and legislative requirements in Victoria and Tasmania in relation to, for example:</p> <ul style="list-style-type: none"> <li>• Building Regulations and Essential Safety Measures (ESM)</li> <li>• Maintenance Determinations</li> <li>• Annual Essential Safety Measures Reports (AESMR)</li> <li>• Residential Tenancies</li> <li>• Land Taxes</li> <li>• Road Safety</li> <li>• Occupational Health and Safety</li> <li>• Retail Leases</li> </ul> <p>Utilise and analyse data and develop reports within a CRM and/or using PowerBI directly or through Excel.</p> <p>Coordinate the logistics involved in Ministers' housing and housing relocation.</p> <p>Coordinate property related documentation in relation to property sales, leases and other contracts.</p> <p>Complete title searches, research, and correspondence to progress land sales.</p> <p>Provide reception services as needed.</p> <p>Act as an Emergency Warden as needed.</p>
Maintain relationships	<p>Maintain effective working relationships across with others in the Synod and apply consideration to a theological and missional perspective.</p> <p>Maintain a current understanding of life within presbyteries and congregations, to enhance customer services.</p>
Communicate effectively	<p>Confidently convey ideas and information in a clear and interesting way, understanding the target audience and the objectives of any communication; use audience feedback to refine communication, and handle difficult and sensitive communications.</p> <p>Write briefs, emails and reports using clear, concise and grammatically correct language; edit written communications to ensure they contain the necessary information.</p> <p>Use multiple communications channels to tailor communication to relevant audiences.</p>

Demonstrate teamwork	<p>Openly share insights with others. Participate in team meetings and conversations with peers in a way that encourages collaboration, connection, and lighter and simpler systems.</p> <p>Remain open and flexible to new ideas and the sharing of resources.</p> <p>Maintain effective and respectful relationships. Resolve any conflict that may arise through effective reconciliation methods.</p> <p>Participate in team development activities and exercises to enhance own leadership and foster a culture of teamwork across Synod Ministries and Operations.</p>
Manage self	<p>Prepare 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>

### **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.