



Position Description

Position title: Administration Officer

Supervisor: Pastor

Conditions: 3 days per week, flexible on working days/hours on request (with potential to expand to 4 days per week)

Location: On site (St John's Southgate) as required and remotely if required.

Position summary

- The primary purpose of this position is to provide administrative support to the pastor, church council and congregation of St John's Southgate (St John's).

Position responsibilities

This position will:

- Attend the church reception and serve visitors, tradespeople and congregation by greeting, welcoming, and directing them appropriately. While on St John's premises, maintain building security (through appropriate locking of doors).
- Provide clerical and administrative support to the pastor, church council and congregation.
- Provide bookkeeping and finance support to the Bookkeeper and Treasurer. (*A background in bookkeeping is essential (e.g. raising invoices and payment receipting), and basic accounting skills (e.g. preparing simple BAS returns) would be desirable to facilitate potential growth of the role.*)
- Coordinate and manage facility and car park bookings/rentals—including invoicing.
- Coordinate staff rostering of duty persons and contract cleaners.
- Liaise with stakeholders (internal and external) as needed in maintaining/furthering the business and ministries of St John's.

Primary accountabilities

The position holder will:

- Demonstrate excellent and appropriate communication skills, both written and verbal.
- Show initiative in fulfilling workplace responsibilities.
- Meet deadlines (both regular and for irregular tasks set by supervisor).
- Provide excellent customer service to hirers, visitors and all who attend the church building.

- Maintain a high level of attention to detail and accuracy with bookkeeping and financial support tasks.
- Adhere to the policies and procedures of the Lutheran Church of Australia and New Zealand and St John's and thereby promote and protect the interests of the employer.
- Maintain strict confidentiality.
- Ensure potential conflict of interest situations are managed appropriately.

Specific duties of position

Reception, administrative, clerical and general tasks

- Attend to phone, email and face-to-face queries.
- Effectively liaise with stakeholders (internal and external) to ensure the ministries and business of the congregation are furthered.
- Fulfill basic bookkeeping tasks, including BAS returns.
- Attend meetings as may be required from time to time.
- Ensure records of communications are kept as appropriate.
- Maintain congregational membership records.
- Ensure hard-copy filing is user-friendly and up-to-date.
- Ensure digital filing is maintained and backed up.
- Assist in developing and maintaining efficient systems of office operations.
- Keep office procedures documented.
- Ensure church supplies (office equipment, kitchen, florist, vestry, seminar needs) are sourced cost-effectively.
- Publish/Print Worship Bulletin.
- Publish/Print Services Orders (print and projection).
- Publish/Print Annual Book of Reports.
- Assist (as needed) with additional publications such as the Congregational Directory or Congregational Newsletter.
- Maintain congregational copyright requirements.
- Assist (as needed) with keeping the building secure during office hours (i.e. keeping doors locked as necessary).
- Monitor & log OH&S issues.
- Supervise the contract cleaners.
- Attend to other reasonable duties as may be determined necessary by the pastor or church council.

Bookkeeping and finance

- Collect fees and monies received for venue hire, car park rental and donations.
- Prepare and process accounts payable and receivable, including entering financial data into the accounting system (QuickBooks).
- Prepare BAS returns.
- Produce reports as requested.

Facility and car park hiring

- Promote the commercial opportunities at St Johns, Southgate – seeking to maximise commercial benefit for St John's.
- Where the Caretaker is unable, ensure preparation of facilities for functions.
- Coordinate duty person staffing for commercial hiring.
- Obtain customer feedback following commercial hiring.
- Manage and maintain car park and boom-gate entry cards and keys.

Required qualifications, skills and qualities

- Willingness to work in a Christian environment and support the values of the Lutheran Church of Australia and New Zealand.
- Strong people & communication skills.
- Good secretarial and reception skills.
- Demonstrated ability to work in a small team.
- Ability to delegate to, coordinate with, and work alongside volunteers.
- Ability to maintain confidentiality.
- Demonstrated ability to work flexibly, unsupervised and apply sound judgement.
- Motivated self-starter.
- Ability to prioritise, organise and to identify areas for process improvement.
- Familiar with the following software:
 - Microsoft Outlook
 - Microsoft Office - Word, PowerPoint, Excel & Publisher

Desirable, but not essential, skills and qualities

- Familiar with book-keeping and appropriate software, Quickbooks (or similar).
- Willingness to learn new software as required for the role.