

**One2One Church of Christ
Position Description**

Position title	Office Coordinator
Reports to	Church Management Team Leader

Job Purpose

The vision of the church is to reach people, renew lives and release ministry in our efforts to do our all for God's glory. The role of the Office Coordinator is to support the smooth operation of the administration functions of the church to support that vision. The incumbent is expected to maintain an efficient and effective church administration function, coordinating day-to-day activity, but importantly building processes and resources to support church growth.

Key Outcomes of the Role

- Deliver effective and efficient operation of the Administration functions of the Church through individual efforts and the leadership of volunteers.
- Ensure the smooth operations of church activities through development and execution of operational procedures and activity coordination
- Continued development of Administration practices to enable the church to grow while minimizing cost increases.
- Support the planning, communication and delivery of Church events.

Specific duties and responsibilities:

Volunteer Coordination and Development

- Provide effective management of volunteers that support the administration functions of the Church.
- Actively recruit and develop volunteers as required to support the delivery of the administration functions.
- Take responsibility for his/her own development to continue to improve the outcomes for the administration area and the broader church.

Marketing and Communications

- Support the Church Management Team Leader in efforts to deliver the Marketing and Communications requirements of the church. Deliver effective communication pieces through worship services, social media channels, website, newsletters, emails and other channels as required.
- Support the development of strong social media communication channels.

Administration Operations

- Lead the management of member tracking activities to support key ministry staff in their pastoral and functional responsibilities.
- Support the integration and expansion of the Elvanto Database providing support, training and developing procedures as necessary to enable strong understands of congregational and group participation. The database is a critical enabling tool to allow ministry Directors to more effectively perform their roles.
- Enable the use IT systems by staff and volunteers to support ministry directions and outcomes.
- Manage the front desk and provide first response activities for the Administration area.
- Ensure data entry tasks are completed to support ministry activity as required.

Building maintenance and services

- Manage the use of the facilities, coordinating bookings and developing both procedures and teams to meet the demands of groups using the facilities.
- Responsible for managing the cleaning of the church and direction of the cleaner

- Coordinate maintenance activities and resources to provide a safe environment and to protect the church assets.
- Take responsibility for the overall presentation of the church, both internal and external, including signage, grounds and internal spaces.

Financial Management

- Support the Church Management Team Leader in the delivery of financial management tasks including data entry tasks and coordinating volunteers
- Manage petty cash processes

HR Management

- Support day-to-day HR management functions for the organization including form management and data entry
- Assist with the development of policy that ensures compliance to legal requirements.
- Maintain accurate records of HR related items and prepare documents to support the appraisal and professional development processes.
- Support the development and maintenance of all staff and key volunteer Position Descriptions.

Compliance and Policy

- Support the Church Management Team Leader in maintaining compliance requirements including HR and all legal compliance and reporting.
- Support the review and updating of policy as appropriate and ensuring that policy changes are communicated to the necessary people.
- Maintain a current and up to date policy manual to support decision making by others.

Relationships

The Office Coordinator reports to and works closely with the Church Management Team Leader and the other members of the staff Leadership Team, and

- Participates in the regular administration team meetings and project meetings
- Leads voluntary staff in the administration functional area
- Maintains healthy and productive relationships with external suppliers.

Qualifications and Requirements

Essential requirements for the role

- *3+ years of experience in administration activities*
- *Strong ability to work with others and direct volunteer staff*
- *Strong ability to develop processes and procedures*
- *Outstanding communication and interpersonal abilities*
- *Excellent attention to detail*
- *Courteous manner and excellent presentation*
- *Ability to maintain confidentiality*
- *Excellent knowledge of MS Office, databases and information systems*

Preferred requirements for the role

- *Tertiary level qualifications in a relevant discipline (Business, HR, Finance, Marketing)*
- *Strategic Communication training or experience including social media*

Working conditions

The position for the Office Coordinator is currently a part-time position at 0.4 FTE.

Given the nature of the church activity there will need to be flexibility in the working hours, however the regular days to be worked will be set in consultation with the Church Management Team Leader.

There is an expectation that the Office Coordinator will lead by example in terms of giving voluntary time to church commitments.

The incumbent will be entitled to 4 weeks of paid pro rata annual leave each year at a time to be agreed by the Church Management Team Leader.

The church will release the Office Coordinator for up to 16 hours per year for the purposes of professional development. The nature of the professional development will be in accordance with the annual professional development plan developed with the Church Management Team Leader. It is understood that throughout the year, opportunities may arise so there will be some flexibility with this plan.

The church will contribute financially to professional development, with each request being assessed on its merits. It is not guaranteed that all costs for each request will be covered. In circumstances where additional professional development is sought (above the 16 hours) this will be at the time and expense of the Office Coordinator unless agreed upon by the Church Management Team Leader.

Approved by:	
Date approved:	
Reviewed:	
Date of next review	

Appendix – Employment Standards

As a member of the Administration Team, the Office Coordinator shall:

- Conduct ministry according to the following Churches of Christ in Victoria and Tasmania (CCTV) policy documents: (1) Terms and conditions of employment and (2) The Practice of Ministry – Code of Ethics.
- Personal well-being to be maintained through:
 - Taking responsibility for personal health and well-being
 - Taking care of own family and contributing faithfully to own marriage
 - Leading by example in terms of personal commitment to Christ
- Publicly and privately support the organisation and other members of the team, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of One2One, ensuring that all stakeholders, particularly those who are part of the congregation, are treated fairly according to their rights.
- Perform his/her duties as best they can, taking into account their skills, experience, qualifications and position. He/she shall act in a safe, responsible and effective manner.
- Be punctual and reliable in his/her attendance and adhere to his/her prescribed and authorised hours of duty.
- Comply with the prescribed terms and conditions of his/her employment/engagement as set out in his/her employment agreement.
- Record his/her attendance for duty in the manner prescribed.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Carry out his/her duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger him/herself or others.
- Maintain confidentiality regarding any information gained through his/her work and not divulge personal information or the address or phone numbers of Staff, Board or service users.
- Ensure that all transactions, agreements and records that flow from relationships with One2One's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
- Ensure that One2One will market and communicate its ministries, services and functions with integrity and accuracy.
- Ensure that personal and financial interests do not conflict with the duty to One2One.
- Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.
- Work within the organisation's policies and principles.
- Discuss issues where appropriate with the Leadership Team and Elders to determine whether or not a contemplated action is ethical.

(One2One Core Values and Code of Ethics Policy)