



**uniting
church**

in Australia,
Synod of NSW & ACT

Service and Administration Officer

The Uniting Church in Australia (UCA), Synod of NSW and the ACT is one of the largest not for profit and religious organisations in Australia. An opportunity has arisen to join the administration team of the General Secretary's Office known as 'the Secretariat', (the General Secretary is similar to that of a CEO position in other organisations). Reporting to the Secretariat Executive Assistant, this full time role will provide variety and development on a daily basis.

Key responsibilities include:

- Providing a high level of customer service and customer satisfaction, managing phone and email queries from a range of stakeholders including but not limited to Committee Members, Ministers, Congregations and Presbytery representatives, the staff and management of the Boards of the Synod, and the general public.
- Verify and update the Synod Database and ensure contact information is relevant and accurate on a regular ongoing basis.
- Maintain the Synod Directory, including the entry of information from committees, councils, ministers, congregations and other bodies; preparing a master copy for annual online publication and revision of lists from time-to-time
- Provide back-up support for the Synod Committees including preparation of agendas, minutes and action items
- Provide administration support to the Safe Church Unit
- Organise relocation of a Minister, liaising with congregations, Ministers and removalist, and arranging payment with accounts and the congregation
- Proactively recommend changes and improvements to the Secretariat Administration function including customer service, database and directory management functions
- Provide secretariat support to meetings and committees by preparing agendas, recording and circulation of minutes and follow up on actions and outcomes

Core competencies and skills:

- Ability to keep a number of tasks on track concurrently with excellent time management skills
- Ability to deal with internal and external stakeholders at all levels.
- Strong customer service focus
- A team player willing to pitch in and help as required
- Excellent communication skills
- Self-motivated with the ability to work with minimum supervision
- A high-level self-confidence, personal integrity and a willingness to work within the ethos of the Uniting Church

Position specific knowledge / qualifications / work experience:

ESSENTIAL:

- Minimum of 12 months' administration experience
- High level organisational and time management skills.
- Ability to work independently and as part of a team
- Familiarity with Microsoft Office 365
- Willingness to learn new software packages
- A positive, can-do attitude
- Customer Service Experience

DESIRABLE:

- Qualifications in administration
- Knowledge of a CRM Database
- Knowledge of and ability to interpret the Constitution and Regulations of the Uniting Church in Australia and the By-Laws NSW & ACT Synod

We offer you in return, an environment where commitment is valued. You will become a member of a friendly and high performing team that encourages and provides ongoing training and development. In addition, you will know that the work you do helps to change the lives of others by supporting the work of the Synod's operations.

To apply please email unitingjobs@nswact.uca.org.au with the heading - Service and Administration Officer, along with a cover letter and resume.

Applications close 15 January 2021.

We are an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. If you have any support or access requirements, we encourage you to advise us at the time of application to assist you through the recruitment process.