



POSITION DESCRIPTION

Position Title	Administration Officer
Department	Synod Office - Operations
Reports To:	Synod Operations Manager
Basis	Permanent 1.0 FTE
Location	North Adelaide, South Australia

SUMMARY

This position provides administrative support for Synod Office corporate functions.

CRITICAL RELATIONSHIPS

Reports to Synod Operations Manager

Works closely with the Safe Ministry Administrator, Ministry & Parish Support Officer and Ministry Wellbeing Coordinator

KEY RESPONSIBILITIES

Front of House/Reception

- Respond to queries in person, by telephone and email in a timely manner.
- Providing information and resources and directing queries appropriately.
- Ordering and receiving delivery of goods
- Opening and directing office mail

Administrative support as part of a team responsible for a range of corporate functions including:

- Processing safe ministry applications (including Working with Children Checks)
- Data entry and records management
- Responding to customer queries
- Providing information and resources and directing queries appropriately.
- Communications and marketing
- Assisting with meetings and events

QUALIFICATIONS and/or EXPERIENCE

- Certificate III in Business or equivalent (preferred)
- Sound knowledge and experience in office management systems and procedures
- High level proficiency in Microsoft Office 365 suite of applications including SharePoint/Teams.
- Ability to set out reports, documents and correspondence.
- CRM system experience (Salesforce and others)
- Media, communications, marketing or similar.
- CMS website updating experience.
- Proven organisational and administrative skills.
- Able to work effectively on multiple tasks and able to meet deadlines.
- Providing quality customer service



PERSONAL QUALITIES

- Strong organisational and planning skills
- Excellent written and verbal communication skills
- Exceptional interpersonal and relational skills and capabilities
- Ability to discern and respond to sensitive and challenging situations
- Ability to navigate complex workflows
- Attention to detail with good problem-solving skills
- Customer service focussed

OTHER REQUIREMENTS

The incumbent is required to:

- Be an active member of the Anglican Church or to be supportive of the values of the Anglican Church
- Satisfy the Synod's Safe Ministry screening process for lay church workers
- Conform to all conditions of appointment, organisational policies and procedures
- Be prepared to travel both intra and interstate as required