
Office Administrator

Reports to: Operations Manager



POSITION DESCRIPTION

Position purpose

The Office Administrator is responsible for developing and maintaining good records and administration processes. Ensuring the office administration runs smoothly and professionally.

Main tasks

- Core objectives include:
- Maintain our current databases and assist with review of the database, including integration with finance software and email platform.
- Manage general correspondence, post, and phone calls for the National Support Office.
- Coordinate with print and distribution companies for our Encourager Magazine and any other publications.
- Oversee and manage sale and postage of publications
- Set up meetings and take minutes. Both online and in-person.
- Keep our website up to date. Including posting event information and blog articles, uploading Encourager magazine and managing the event calendar.
- Coordinate and process National and Family Camp registrations and enquiries. As well as assisting with administration tasks.
- Manage seminar registrations in collaboration with our Training and Seminar Coordinator.
- Develop and update filing system for documentation and records.
- Manage booking and hiring of meeting rooms, ensuring set up and pack down of the room.
- Manage office supplies

- The above list is not exhaustive, and the role may change to meet the overall objectives of the business.

Other Duties

- Additional duties include:
- Assist with reception and greeting visitors when needed
- Create signage for events
- Edit audio and video files
- Keep library catalogue updated and process any new books
- Fulfil other duties as required by management or other department personnel as requested

Required qualities

- Professional approach
- Excellent organisational and time management skills
- Great attention to detail
- Strong written and verbal communication skills

PERSON SPECIFICATION

Qualifications, experience & knowledge

- Excellent Microsoft 365 knowledge and experience
- Advance working knowledge of Excel, Word and Powerpoint
- Experience with Wordpress websites desirable
- Knowledge of accessible formats would be advantageous but not essential
- Graphic design skills, and audio/video editing skills desirable but not essential
- Experience maintaining a shared document system desirable

Skills, competencies & personal attributes

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally

Teamwork: willingness to assist and support others as required and get on with team members. Quick to acknowledge others contributions, emphasize team over self, ask for help when needed and not be concerned with status.

Interpersonal Skills: the ability to be interpersonally appropriate and aware. Good judgement and intuition around people and group dynamics.

Time management / organisation: accomplish objectives effectively within time frame given and carry out administrative duties in an efficient and timely manner.

Motivated: self-motivated and diligent, a strong work ethic and commitment to development and growth.

Christian Character: strong Christian character and values that actively guide decisions and life.