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<b>Job title:</b>	Office Administrator
<b>Reports to:</b>	National Director
<b>Position:</b>	0.8 FTE (32 hours a week)
<b>Term:</b>	Permanent

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## POSITION DESCRIPTION

**Position purpose** The Office Administrator is responsible for maintaining good records and processes, both financial and administrative. Ensuring Elevate meets all its reporting requirements, and the Management Team and Trustees have the relevant information to assist with decision making.

**Main tasks** Core objectives include:

### **Administrative**

- Ensure our database is accurate and up to date.
- Prepare data lists for mail outs.
- Manage general correspondence, post, and phone calls for the National Support Office.
- Ensure our website is up to date.
- Oversee and carry out tasks required to produce accessible formats of resources and The Encourager magazine.
- Process registrations and enquiries for camps, events and seminars. As well as assisting the team with administration tasks for these.
- Manage booking and hiring of meeting rooms.

### **Finance**

- Ensure banking processes are carried out accurately and in a timely manner. Process all the financial transactions of the organisation in the accounting software.
- Carry out duties required for Accounts Payable and Accounts Receivable.
- Manage payroll for the organisation, ensuring staff are paid on time and accurately.
- Arrange payment of invoices, both for the main accounts and, where necessary, the various ministries and branches of the organisation.
- Issue end of year tax receipts for donations to the organisation, including end of year tax receipts for regular donors.
- Reconcile all bank accounts and debit cards with bank statements and in the accounting software.
- Assist ministry groups to maintain good financial procedures and processes.
- Prepare reports for the Trustees and Management Team.
- Track term deposits and advise on cash flow requirements for the main accounts.
- Create budgets for the organisation, working with the National Director and Management Team.
- Review and update the chart of accounts in consultation with the Board Treasurer.

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
- Oversee and manage sale and postage of publications
- Gather and prepare information for the annual report to Charities Services
- Keep library catalogue updated and process any new books
- Set up staff and office meetings and take minutes. Both online and in-person
- 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
- Good customer service
- Strong written and verbal communication skills

## PERSON SPECIFICATION

### Qualifications, experience & knowledge

- Excellent Microsoft 365 knowledge and experience
- Advance working knowledge of Excel and Word
- Previous administrative and accounts experience required
- Good working knowledge and experience with Xero would be advantageous
- Experience editing audio and video files is desirable
- Knowledge of payroll processes would be advantageous
- Experience with Wordpress websites desirable
- Knowledge of accessible formats would be advantageous
- 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.