POSITION DESCRIPTION – Administration Assistant

POSITION IDENTIFICATION

Position Title: Administration Assistant (Ministry & Operations Support)
Reports to: Head of Ministry Administration
Employment Status: Casual (with the potential for permanent part-time in 2027)
Ordinary days/hours of Work: 2-4 days (depending on availability)

POSITION OBJECTIVE

We are looking for a highly organised and proactive Administration Assistant to provide crucial support to both our ministry and operational teams at St Paul's Castle Hill. The successful candidate will split their time equally between these two areas, with two days dedicated to each, while remaining adaptable to changing needs. This position requires the ability to manage multiple tasks and priorities across the church's diverse functions. The successful candidate will need to work both proactively - anticipating needs and potential challenges - and reactively, responding effectively to emerging situations.

KEY TASKS / RESPONSIBILITIES	DESCRIPTION
1. Children's Ministry Administration	• Update and maintain data for children's ministry participants. • Manage new family registrations, update family forms. • Assist with Easter Camp (children's camp) administration, including registration and communications. • Communicate with parents/carers regarding relevant ministry events, updates, and activities. • One off admin tasks as they arise.
2. Youth Ministry Administration	• Oversee new student registration forms and related data. • Assist with Impakct (youth camp) administration. • Communicate key information to parents/carers regarding events and activities.
3. Payments and Financial Administration	• Manage payments and collect bank monies for ministry activities and events. • Ensure proper documentation and tracking of all financial transactions.
4. Ministry Database Management	• Maintain and update the church database for ministry groups, event registrations, congregant members and service participants. • Ensure data integrity and accuracy for all ministry-related records.
5. Communication and Parent Engagement	• Handle inquiries from parents and guardians regarding children's and youth ministries • Maintain consistent and clear communication with parents through emails, newsletters, and other communication channels
6. Ministry Event Support	• Provide administrative support for church events, including baptisms, weddings, and funerals, ensuring smooth execution of operational tasks

7. Online Store Operations	• Administer the operation of the church's/CityAlight's online store, including product listings, order processing, and customer inquiries
8. Email Management	• Manage the St Paul's and CityAlight email accounts by responding to inquiries and ensuring prompt and effective communication with external contacts
9. Event Administration	• Assist the event manager with administrative support for the organisation of CityAlight events, including planning, scheduling, coordinating logistics and communication
10. Calendar Planning and Administration	• Assist with the St Paul's and CityAlight calendars, coordinating schedules for events, travel, and teams of people
11. Other Tasks	• Assist with other administrative tasks and special projects as assigned by the Ministry Administrator • Help with managing office volunteers and delegate tasks as appropriate

Please note that Key Tasks / Responsibilities may change as set by the Senior Minister and Wardens.

GENERAL

All staff are expected to:

- Be actively engaged in the life of St Paul's church, through regularly attending a service and small group. Part-time staff are expected to attend two services across a Sunday – usually 10am and 6pm.
- Agree with SPCH Vision, Mission & Statement of beliefs (https://stpauls.church/what-we-believe/)
- Ensure St Paul's is always represented professionally and responsibly.
- Treat all staff, church members, and visitors with respect and dignity.
- View their role as a part of the whole mission and ministry of St Paul's, not in isolation.
- Attend weekly staff meetings.

POSITION REQUIREMENTS

- **Highly Organised:** Able to manage a wide variety of tasks across different areas of the church's operations and ministries with strong attention to detail and accuracy.
- **Work Proactive and Reactive:** Capable of working both proactively—anticipating needs and managing ongoing tasks—and reactively, responding effectively to emerging situations and urgent requests.
- **Strong Time Management Skills:** Able to prioritise multiple responsibilities across diverse functions, ensuring deadlines are met and tasks are completed efficiently.
- **Clear and Professional Communication:** Possesses excellent written and verbal communication skills, able to interact professionally with people across a wide variety of ministry areas.
- **Adaptable and Flexible:** Comfortable adjusting to changing demands and working in a fast-paced environment, with the ability to switch between different areas of responsibility as required.
- **Tech-Savvy:** Proficient in using MS office, and managing church databases, along with the ability to quickly learn and operate new systems and online platforms (e.g., managing email accounts and e-commerce platforms).
- **Experience with Event Coordination:** Demonstrates the ability to provide administrative support for events, including scheduling, logistics, and communication.
- **Financial Administration Skills:** Experience in managing payments and financial documentation, ensuring accuracy and compliance with procedures.
- **Problem-Solving:** Able to handle inquiries or challenges effectively, providing timely solutions and maintaining a positive experience for both internal and external parties. Demonstrates foresight in identifying potential problems and proactively resolving them before they arise.
- **Team-Oriented:** Able to work collaboratively with other team members and contribute to building a positive team dynamic, including coordinating office volunteers to support ministry activities.

ORGANISATIONAL RELATIONSHIPS / AUTHORITY

Reports to: Head of Ministry Administration – Rachael Nicholson

Manages: Office Volunteers

Key Relationships: Heads of Ministries, Ministers, Creative Team

WORKPLACE HEALTH AND SAFETY

All employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, and property damage at the workplace.
- Correct utilisation of appropriate personal protective equipment where required.