



# Baptist Churches

WESTERN AUSTRALIA

## JOB DESCRIPTION

**YOUR JOB TITLE:** Administration Assistant/Receptionist

**YOUR NAME:**

**DEPARTMENT:** Vose Seminary

**YOUR SUPERVISOR:** Office & Property Manager

**APPROVED BY:**

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Supervisors Signature

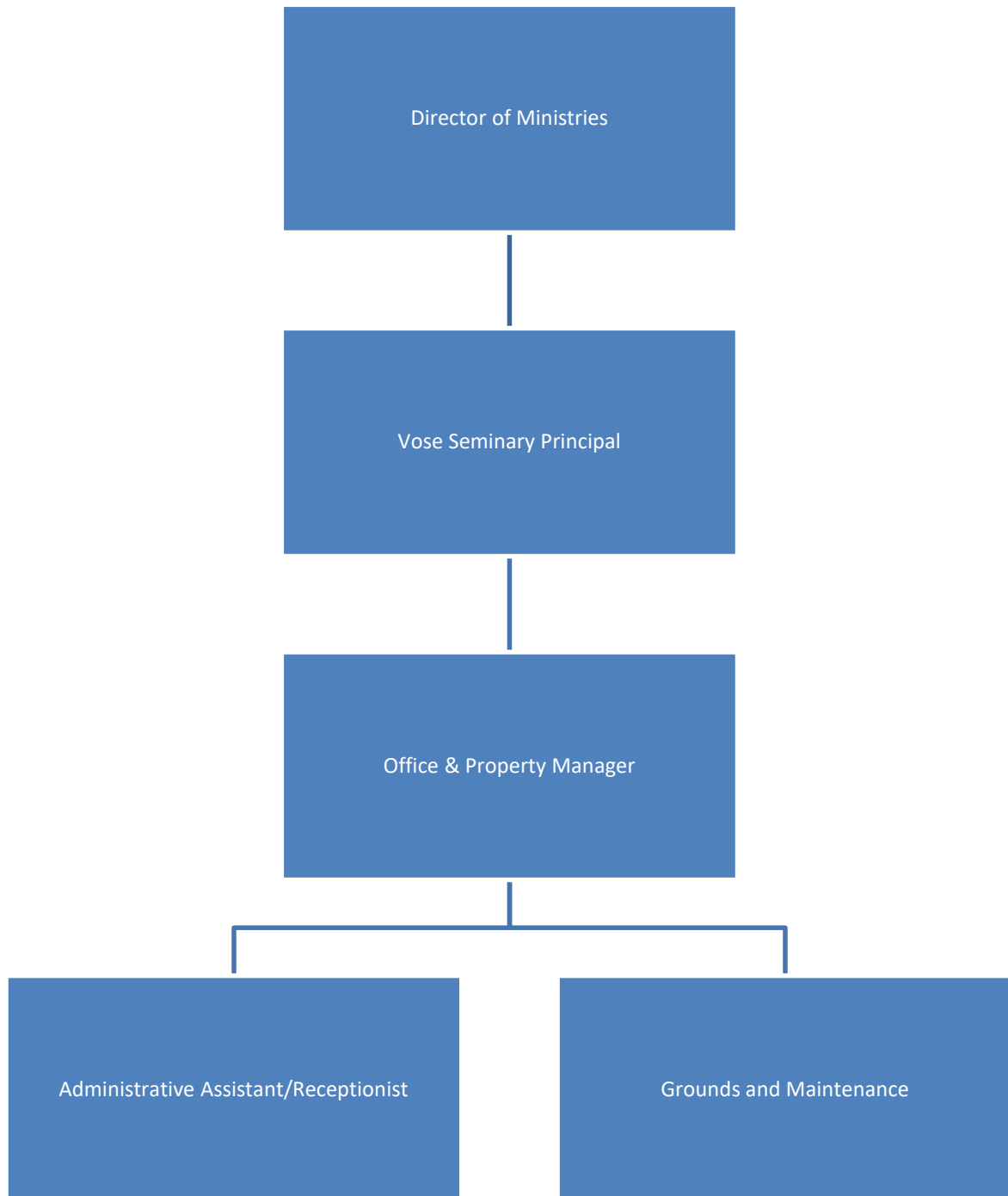
## JOB PURPOSE

**In a couple of sentences this describes what your job is expected to accomplish. Describing what overall end results are expected from your position and how they contribute to the success of Baptist Churches Western Australia.**

This role is responsible for a variety of administrative functions, including front reception, to ensure a warm, efficient and professional administrative experience for staff, students and key stake holders.

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# ORGANISATION STRUCTURE



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## JOB RESPONSIBILITIES

List job responsibilities, how you do them and why. Also approximate the amount of time devoted to each major area. List in order of importance.		
WHAT you do	HOW you do it	WHY you do it (expected end result)
General Administration	<ul style="list-style-type: none"> <li>• Professionally represent the Seminary through professional personal presentation, telephone manner and customer service as the 'front face' of Vose.</li> <li>• Be part of the administrative team whose goal is to deliver a high and consistent standard of service to staff, students and external stakeholders.</li> <li>• Exercise responsibility for own work, ensuring administrative tasks are carried out efficiently.</li> <li>• Carry out general office, clerical, data entry and administrative/front counter duties as per administration task list.</li> <li>• Adhere to Seminary policy, guidelines and procedures</li> <li>• Demonstrate diplomacy due to high levels of confidentiality.</li> </ul>	
Finance	<ul style="list-style-type: none"> <li>• In liaison with Office and Property Manager manage floats, petty cash, till, EFTPOS, event invoicing and other financial transactions as required</li> <li>• Manage donation receipts and thank you letters.</li> </ul>	
Events and hospitality	<ul style="list-style-type: none"> <li>• In liaison with the Office and Property Manager and various event co-ordinators co-ordinate the planning, management, preparation, set up and pack down of all events.</li> <li>• Purchase of gifts</li> </ul>	To ensure that all events are planned and executed in a timely manner

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	<ul style="list-style-type: none"> <li>• Purchase hospitality provisions for events, staff and students.</li> <li>• Welcome all visitors and direct those arriving for meetings; offer tea or coffee where appropriate</li> </ul>	
Data Management/IT	<ul style="list-style-type: none"> <li>• Co-ordinate the maintenance of our document control and filing systems – paper and digital</li> <li>• Responsible for developing and maintaining our ZOHO contact database</li> <li>• Assist with the updating of handbooks and documents as required</li> <li>• Assist with student records on PEMS (previously TAMS) and POWER PRO as required.</li> <li>• Assist with updating Moodle as required (passwords/usernames, enrolments, uploads, problem solving)</li> </ul>	
Marketing	<ul style="list-style-type: none"> <li>• Assist marketing manager with maintenance of website and marketing materials.</li> </ul>	
Staff Services	<ul style="list-style-type: none"> <li>• Photocopying/printing/scanning requirements of faculty and adjunct lecturers as required</li> <li>• Executive support to the Principal including credit card management, flight bookings, letter writing, emails and calendar assistance as required</li> <li>• Provide library cover for library staff if required</li> <li>• Other tasks as required from staff and faculty.</li> </ul>	
Student Services	<ul style="list-style-type: none"> <li>• Direct students to appropriate staff and assist with movement of students through administrative and faculty areas.</li> <li>• Assist with student service tasks such as parking permits, student cards, Chaplain Liaison, student</li> </ul>	

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	<p>enquiries/issues and photocopy accounts.</p> <ul style="list-style-type: none"> <li>• Assist Dean of Students with student team as required and facilitate student team elections</li> <li>• Notifying students regarding changes to classes</li> <li>• Assist students with Moodle</li> </ul>	
Facility	<ul style="list-style-type: none"> <li>• In liaison with Office and Property Manager ensure that all areas are set up, clean and secured to a high standard.</li> </ul>	
Academic	<ul style="list-style-type: none"> <li>• Assist Registrar with academic matters as directed such as assignments and data entry.</li> <li>• Ensure Centrelink enrolment check is completed bi-annually</li> </ul>	
Programming	<ul style="list-style-type: none"> <li>• Focusing across the Seminary with regards to programming clashes, issues and forward planning</li> <li>• In liaison with key stakeholders ensure that all calendars and programming documents are updated and distributed in an accurate and timely manner</li> </ul>	
Involvement in Seminary life	<ul style="list-style-type: none"> <li>• Involvement in Seminary events including open day, orientation days and commencement and conferral service and volunteers morning tea</li> <li>• Regular involvement in staff meetings and prayer</li> <li>• Occasional involvement in weekly student lunch.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• To take any other delegated task whenever required</li> </ul>	To fulfil need

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## DECISION MAKING AUTHORITY

<p><b>Authority level of job (by describing decisions that can be made and actions that can be taken).</b></p> <p><b>DECISIONS:</b></p> <p><b>(a) Made without referring to Supervisor</b>          Decisions involved in the day to day running of administration that are in accord with Vose policies, strategic plan, procedure and budget.</p> <p><b>(b) Referred to supervisor for a decision</b>          Matters about which there might be ambiguity or you are unsure as to the path ahead          All complaints and major issues.          Decisions that may alter the direction within Vose.</p>
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## KNOWLEDGE, SKILLS AND PERSONAL QUALITIES REQUIRED IN JOB

<p><b>Describe the knowledge, skills and personal qualities required to do the job.</b></p> <p><b>(a) Formal education:</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification desirable but not essential</li> </ul> <p><b>(b) Work Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in administration and event management highly desirable</li> <li>• High level IT skills highly desirable</li> <li>• Experience in basic financial processes beneficial but not essential</li> <li>• Experience maintaining websites and social media platforms beneficial but not essential</li> <li>• Experience with PEMS (TAMS), PowerPro and /or Moodle beneficial but not essential.</li> </ul> <p><b>(c) Personal Qualities (e.g. people management, attention to detail)</b></p> <ul style="list-style-type: none"> <li>• Relationship and commitment to The Lord Jesus Christ.</li> <li>• Commitment to:             <ul style="list-style-type: none"> <li>○ BCWA Values, Vision and Mission</li> <li>○ Effectively serving God in whatever capacity He chooses</li> <li>○ the leadership, ethos and strategic plan of the Baptist Churches Western Australia (BCWA) and its departments</li> </ul> </li> <li>• Strong, warm and professional 'front line' interpersonal skills and presentation</li> <li>• Capable of learning new systems quickly</li> <li>• Attention to detail with excellent project management skills</li> <li>• Ability to work independently and innovatively to tight deadlines</li> </ul>
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- Ability to independently problem solve issues as they arise
- Ability to remain calm under pressure and handle a wide variety of tasks at once
- Ability to work in team and develop unity amongst staff
- Strong written and verbal communication skills.
- High level IT skills and competency with Microsoft Word, Excel, Publisher, Outlook
- Ability to manage confidential and sensitive information
- Strengths in administration and hospitality
- Flexibility to work outside of normal hours on occasion if required

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