

POSITION DESCRIPTION

Position Title: Office Administration Manager

Department: Support Services

Load: Full-time (or negotiable to part-time)

Location: 47 Jennifer Street, Seventeen Mile Rocks QLD 4073

Position Overview

The Office Administration Manager is responsible for coordinating day-to-day administrative support for our pastoral and management teams. Reporting to the Operations Manager, this role will also assist in providing high-level administrative support to the Senior Pastor and Leadership Team (LT). Additionally, the role will supervise a team of Administrative Assistants who support our pastoral and office staff.

Key Responsibilities include:

- **Administrative Support:** Ensure that administrative tasks are completed efficiently and professionally, with responsibilities delegated appropriately.
- **Database Management:** Oversee the use and maintenance of the Planning Centre Online (PCO) platform.
- **Print and Publications Room:** Manage print services, including copying and publication production.
- **Office Supplies Management:** Oversee office supply inventory and coordinate with suppliers to maintain appropriate stock levels.
- **Policy and Procedure Development:** Establish and implement administrative procedures to streamline operations.
- **Team Training and Development:** Train and develop the administrative team, focusing on technical and professional skills.
- **Scheduling Coordination:** Organize and manage meeting schedules and calendars as needed.
- **Communications Collaboration:** Work with the Communications Team to create and deliver content, depending on skills and experience.

Key Relationships & Accountability

Reports To:	Operations Manager
Direct Reports:	3 – Receptionist, Administrative Assistant x 2
Key Interaction:	All Staff

Key Result Areas	Outcomes
1. Strategic Planning and Implementation	(a) Work with the LT and delegated authority to ensure ongoing alignment of ministries with the vision as it pertains to Administration Support Services. (b) Work with the LT and delegated authority to identify, develop and execute Administration Support Services strategies to achieve the ministry plan outcomes.
2. Staff Management	(a) Provide adequate care, support, development and accountability for direct reports.

	<p>(b) Effectively manage allocation, flow and timely delivery of workload within Administration Support Services team.</p> <p>(c) Conduct annual performance reviews of all direct reports, including providing feedback on professional development plans.</p> <p>(d) Provide regular reporting on departmental outcomes as requested by the Executive Team.</p>
2. Process Management & Improvement	<p>(a) Work with Administration Support Services team and relative ministry portfolios to ensure effective project and program oversight including planning, implementation, completion and evaluation.</p> <p>(b) Ensure procedures are in place for escalation points of decision making to appropriate delegates when point of oversight is not available.</p> <p>(c) Research, develop, trial and review tools for best practice of project delivery (inclusive of new initiatives, existing programs and/or activities contained within), for effective management, and stewardship of the church's resources as it pertains to Administration Support Services portfolio.</p>
4. Database Management	<p>(a) Oversee management of Riverlife database using PCO People including data validity, integrations, capture sources and data output.</p> <p>(b) Design and implement regular review functions of database entries to ensure up to date records (weekly/monthly/quarterly/annual).</p> <p>(c) Assist ministry leaders and support staff in the establishment of event registrations and monitoring including Registrations, Check-ins and Groups</p>
5. Executive Support	<p>(a) Prepare and deliver research, reports and documents as needed for the Senior Pastor, Business Manager and Operations Manager.</p> <p>(b) Oversee special projects as directed by the Executive Team or Leadership Team as required.</p>

Essential Competencies	
Knowledge/Experience	<ul style="list-style-type: none"> • Minimum three-year experience in a team leader or management capacity • Proven experience of allocating work to a team, monitoring workflow and ensuring delivery targets are met • Proven experience in a high-volume administration team with the ability to support more than one individual. • High degree of personal commitment to the delivery of high-quality work • High degree of discretion and sensitivity with confidential matters • Be a lateral thinker (out of the box) - bring new initiatives to the table • Highly organised, efficient, ability to prioritise and be assertive when needed • Previous experience with performance management, staff development and training
Technical/Professional Skills	<ul style="list-style-type: none"> • High degree of communication skills to foster trusted and professional relationships • Experience in successful delivery of projects within an operations or administration environment • Demonstrated critical thinking to solve problems and make decisions • Technical expertise across Office 365 suite including MS Teams • Advanced knowledge of database platforms and web-based platforms
Qualifications	<ul style="list-style-type: none"> • Tertiary qualifications in a business-related discipline - desirable

	<ul style="list-style-type: none"> • Certification in project management or equivalent experience - desirable
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Essential Personal Qualities
<ul style="list-style-type: none"> • Demonstrate a personal and growing relationship with Jesus • Demonstrate a Christ-like character • Undertakes to be in full agreement with the Riverlife vision and values • Regularly attends and is a part of the life and community of Riverlife Baptist Church • Capacity to work with diverse matrix (interconnected) teams of staff and volunteers • Displays humility, being quick to point out the contributions of others emphasizing team over self and defining success collectively rather than individually (Humble) • Self-motivated and diligent, constantly thinking about the next step and the next opportunity (Hungry) • Display good judgment and intuition around the subtleties of group dynamics and the impact of their words and actions (Smart)

Family Core Values
<p>We believe that all Riverlife staff must model and align with the following core values:</p> <ol style="list-style-type: none"> 1. Spirit-Led: We submit daily to the Holy Spirit as He provides us with power to declare and demonstrate Christ’s kingdom. We seek to live under His leading as our source of understanding of spiritual truth, wisdom and guidance to advance the Kingdom and do what is right (John 16:13, Romans 8:14). 2. Servant-Hearted: We humbly serve God, His church and our community through faithful dedication. We believe our empowerment for true service is intimacy with Jesus Christ through prayer, obedience to His Word, and dependence on the power of the Holy Spirit within (Matthew 20:28, Philippians 2:4). 3. Authentic: We seek to honestly journey as a faith community celebrating our strengths and aware of our imperfection. We seek to walk in integrity as honest and reliable individuals choosing to trust and forgive one another (Proverbs 11:3, Psalm 25:21, Matthew 18:15-16). <hr/> <p>All Riverlife employees are required to:</p> <ul style="list-style-type: none"> • Work under the authority of Christ, the Church Eldership and Senior Pastor in seeking the growth and development of Riverlife Baptist Church. • Be a good role model in all areas of personal and spiritual life, seeking to put Riverlife ahead of personal gain. • Comply with the requirements of the Working with Children’s Policy and Procedures, Workplace Health and Safety (WH&S) legislation and related WH&S procedures developed for Riverlife Baptist Church.

Other Duties
<p>As directed by the Senior Pastor or Operations Manager.</p>

Acknowledgement

I acknowledge that I have read and understood the key result areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I have received a copy of this Position Description.

NAME: _____

SIGNED: _____

DATE: _____

WITNESS: _____

DATE: _____