

POSITION DESCRIPTION OFFICE COORDINATOR

POSITION STRUCTURE	
Reports to	Chief Financial Officer
POSITION OBJECTIVE	
The Office Coordinator provides administrative support to the team and ensures efficient running of the Jesuit Mission Australia office.	
POSITION RESPONSIBILITIES	
KEY ACCOUNTABILITIES	KEY TASKS
Reception	<ul style="list-style-type: none"> • Provide a welcoming telephone and office reception and offer hospitality to office visitors • Respond to supporter enquiries via phone and email, entering all actions and record updates in Raisers Edge • Process telephone donations • Manage mail collection, opening and sorting of all mail and outgoing mail
Ensure smooth running of office operations	<ul style="list-style-type: none"> • Support Leadership Team and staff as requested with organising team meetings, including room bookings, agendas, minutes, action lists and other follow up • Keep the team connected via weekly team update, office roster and team calendar. Use initiative to continuously improve internal communications • Assist the team with interstate and overseas travel including flights, accommodation, visas and transfers • Support onboarding and orientation of new employees and Board members (including IT set-up, office orientation, WHS requirements) • Coordinate office requirements including IT hardware and software, stationery, car parking and general office supplies • Ensure contact lists are up-to-date in database, particularly audience groups delegated to the role in the CRM roles and responsibilities • Assist with room set up for CEO, Leadership Team and Board meetings • Maintain clean, tidy and professional office environment

<p>CEO & Leadership Team Administration Support</p>	<ul style="list-style-type: none"> • Provide an approachable point of contact for the Australian Jesuit Province, other Jesuit ministries, Our Lady of the Way Parish, overseas partners and supporters • Provide support to CEO and Leadership Team in managing travel, health and other arrangements for visiting overseas Jesuit Missionaries as required • Assist Executive Assistant to CEO where required with meeting coordination and ad hoc events
<p>Finance</p>	<ul style="list-style-type: none"> • Accounts payable processing • Coordinate monthly staff credit card reconciliations • Assist with ATO and other statutory reporting requirements
<p>Team Support</p>	<ul style="list-style-type: none"> • Provide general admin support to the team as required • Assist with offline donation processing in peak periods
<p>Volunteer Coordination</p>	<ul style="list-style-type: none"> • Stewardship of office volunteers, including recruitment, induction, retention and acknowledgement • Ensure compliance with volunteer policies and procedures • Work with the team to identify opportunities for skilled office volunteers and coordinate timing / roster
<p>Events Support</p>	<ul style="list-style-type: none"> • Support Community Engagement with administration and follow-up for Parish Appeals • Assist with events administration (including receiving of donated goods) • Assist with event phone registrations and enquiries • Assist with events and functions set-up as required
<p>General</p>	<ul style="list-style-type: none"> • Assist in the delivery of this work in accordance with the mission, strategic plan, and policies and procedures of Jesuit Mission • Actively participate in team meetings, strategic planning and attend events and functions as required

KEY COMMUNICATIONS / KEY STAKEHOLDERS

Internal

Chief Financial Officer
CEO & Leadership Team
Fundraising & Engagement Team
Community Engagement Coordinator
International Programs Team

External

Provincial's Office
Overseas Jesuit partners
Our Lady of the Way Parish
Supporters
Volunteers

POSITION SELECTION CRITERIA

Essential

- Previous experience in an administrative role
- Advanced Microsoft Office skills (Word, Excel, PowerPoint, Outlook, SharePoint, Teams)
- Strong interpersonal skills including the ability to build and maintain relationships at all levels whilst maintaining strict confidentiality
- Strong administrative skills across meeting organisation and experience in preparing and formatting documents and presentations
- Proven ability to prioritise, work to deadlines and juggle tasks within a busy environment
- Strong attention to detail and commitment to high quality, timely and accurate output
- Excellent written and oral communications skills
- Exposure to accounting systems, telephone systems, CRM and the ability to learn new systems

Desirable

- Accounts Payable, general ledger systems and account reconciliations
- Familiarity with the not-for-profit sector
- Experience in working with volunteers
- An understanding of and willingness to work within the Catholic ethos

ORGANISATIONAL OVERVIEW

Established in 1951, Jesuit Mission is the international relief and development ministry of the Society of Jesus in Australia. We work with local Jesuit organisations across Asia and Africa who walk with and empower the most poor and vulnerable communities to live full and free lives, through participation in community development and humanitarian relief programs such as education, health, water and sanitation, livelihoods and sustainable agriculture.

ORGANISATIONAL VALUES

- Faith and Compassion
- Justice and Integrity
- Solidarity and Empowerment

ORGANISATIONAL RESPONSIBILITIES

Positive Working Relationships

- Manages self so as to work collaboratively and productively as part of a well-functioning and dynamic team that contributes positively to the work of Jesuit Mission and its mission and values
- Facilitates good, productive and appropriate working relationships with Jesuit Mission and the Society of Jesus staff, volunteers, donors, partners, suppliers and other Jesuit ministries
- Works closely with the Society of Jesus Province and other Jesuit ministries to ensure that the work of Jesuit Mission can be completed in the most effective and efficient manner

Respect

- Behaves in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity or ability
- Provides and promotes an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence to ensure that acceptable standards of conduct are maintained at all times and takes appropriate action if unacceptable conduct is observed

Quality Assurance and Continuous Improvement

- Attends relevant meetings, workshops, conferences and training, as required
- Becomes familiar with and follows the Province's quality and standard policies, procedures and management instructions
- Is open to new ways of doing things that enhance working in an environment that subscribes to the Ignatian way
- Strives for continuous improvement in the quality system and work practices by being alert to opportunities for improvement

Health and Safety

- Complies with the requirements of relevant Work, Health and Safety (or, Health and Safety) Acts and related procedures developed by the Mission
- Works in a manner that considers duty of care for self and others and be safety conscious at all times
- Reports inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents
- Reports to work physically and psychologically fit for duty
- Ensures all work areas are maintained in a safe condition and reports (to manager) if they are not
- Completes site induction (where necessary)

CHILD SAFEGUARDING

Our organisation takes safeguarding of children and vulnerable adults seriously, and as an employee of Jesuit Mission you are required to meet the behaviour standards outlined in our code of conduct. You have received a copy of the code of conduct as part of your induction pack.

Therefore, as part of your duties and responsibilities, you are required to.

- provide a welcoming and safe environment for children and young people
- promote the safety and wellbeing of children and young people to whom we provide services
- ensure that your interactions with children and young people are positive and safe
- provide adequate care and supervision of children and young people in your charge
- act as a positive role model for children and young people
- report any suspicions, concerns, allegations, or disclosures of alleged abuse to management
- report to management any criminal charges or convictions you receive during your employment that may indicate a possible risk to children and young people

CONDITIONS OF EMPLOYMENT

The successful applicant will be subject to a Working with Children Check and Criminal History Records Check.

Our organisation undertakes several screening processes to ensure the appropriate protection of children in its care. This may include reference checks, identity checks, qualification checks and professional registration checks.

Position Holder name _____

Signature _____

Date _____

Manager name _____

Signature _____

Date _____

Position Description last updated	March 2024
Approved by	Chief Executive Officer