

Position Description



Position Title	Christian Education Services Administrator
Position Reference	
Division/Area	Christian Education Services
Remuneration	
Employment Type	
Reports To	
Direct Reports	General Manager – Christian Education Services
Budget/Financial Responsibility	

Key Purpose:

The Christian Education Services Administrator will provide a high level of administrative support, co ordinate office activities and provide customer service to various stakeholders. The Administrator will manage records and information related to CRE Teachers, Team Leaders, Support Officers and schools and will work closely with the Christian Education Services Management Team and Support Officers.

Division Overview:

The objective of the Christian Education Services Division is to provide CRE Programs to all available students in government primary schools in Victoria; and to produce high quality curricula to assist in the teaching of CRE in Victoria and beyond. The CRE section does this through leading the recruitment, placement and training of volunteer CRE teachers, Team Leaders and Support Officers across Victoria. The Curriculum section does this through the production of student and teacher workbooks and associated items for use in CRE programs across Australia and internationally.

Key Accountabilities:

Key Result Area	KPI/Measurement	Duties
Administration	The Administrator provides strong, consistent and well organized administrative support to the Division.	<ul style="list-style-type: none"> • Maintaining incoming and outgoing mail (including emails). • Typing a variety of drafts and final documents from written or oral instructions. • Composing routine correspondence on own initiative or from brief notes or oral instructions. • Producing reports in relation to the work of Christian Education Services. • Managing the Christian Education statistics data and producing reports for the GM. • Managing the Web Page for Christian Education Services and entering changes as requested by the GM. • Processing leave forms for Christian Education Services staff. • Coordinating the payment for or reimbursement of budgeted expenses for the Division and monitoring staff's adherence to budget allocations. • Monitoring of Police Records Checks and Working with Children Checks of all field staff ensuring these are completed and updated as required. • Booking, preparing and clearing rooms for meetings. • Coordinating the administration for meetings including taking and distributing minutes. • Making travel arrangements as required. • Performing other work as assigned by the GM of Christian Education Services. • Developing a manual of administrative processes for the Division • Assisting in general office administration and reception.
Customer Service	The Administrator provides timely, accurate and courteous customer service to a variety of stakeholders.	<ul style="list-style-type: none"> • Answering incoming calls. • Responding to general enquiries from CRE teachers, team leaders, Support Officers, Regional Managers, principals, committees and churches when appropriate or referring them to the appropriate staff member. • Receiving complaints and responding where appropriate or referring them to the appropriate staff member. • Receiving visitors. • Assist with event management.
Record Keeping	The Administrator ensures records of all Division staff and key stakeholders are up to date and accurate.	<ul style="list-style-type: none"> • Establishing and maintaining filing and other record keeping systems. • Keeping the database up to date, including the email distribution lists, documentation, new CE teachers, team leaders and school details.

Documentation	The Administrator processes and stores documentation required for the work of the Division within 7 days of receipt.	<ul style="list-style-type: none"> • Coordinating the application and accreditation process for new CRE teachers. • Managing the process and paperwork for the accreditation and appointment of new CRE teachers. • Receiving, recording and filing documentation from Regional Managers and the GM. • Managing all documentation related to government funding, ensuring that it is appropriately processed and stored. • Photocopying or scanning of documents or letters as required. • Archiving necessary documentation.
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Skills and Knowledge requirements of the Role:

- Excellent interpersonal and communication skills
- Polite and clear phone manner
- Ability to communicate with a variety of stakeholders
- Strong office administration skills
- Strong database management and reporting skills
- Strong keyboard skills
- Proficiency of Word, Excel and Outlook
- Ability to organize, plan and prioritize conflicting work demands
- Ability to work alone or in a team environment

Experience and Training Requirements of the Role:

- Experience working in business environments
- Experience in administration

Desirable Experience and Training:

- Qualification in Office Administration or Business
- Customer service experience
- Continuing involvement with a local church
- Knowledge and understanding of a school environment
- Understanding of ACCESS ministries Christian Education program and curriculum

Working Relationships:

- General Manager of Christian Education
- Regional Managers
- Support Officers
- CRE Team Leaders and Teachers
- Project Managers
- Central Office staff
- Principals and School Communities
- Local Community Groups - including churches
- Donors