

ROLE STATEMENT



Role Title:	Support Administrator
Department/ Team:	Support Hub - Mission Support
Location:	Based in a capital city office
Reports to:	Team Leader, Support Hub or Group Manager Support Hub

Scripture Union Australia's Vision & Mission

Scripture Union Australia (SUA) is an interdenominational Christian movement committed to providing Australian children, young people and families with opportunities to experience the transforming love of Jesus and to pursue a lifelong journey of discipleship.

SUA is part of the worldwide Scripture Union movement, a movement of Christians working with churches to make God's Good News known to children, young people and families and to encourage people of all ages to meet God daily through Bible reading and prayer. (scriptureunion.org.au)

SUA is a charitable 'limited by guarantee' not-for-profit organisation comprising more than 900 staff and thousands of volunteers, working with churches and serving in communities in all states and territories across Australia.

All SUA staff and volunteers are empowered and equipped to champion a child safe culture and are committed to the highest standards of safety and care in our work with children, young people and families.

Purpose of Role

This role provides daily support through the National Ministry Helpdesk to zone staff including chaplains and SRE teachers, volunteers, supporters, local support committees and boards, schools, churches and various stakeholders. As part of the Support Hub, you will provide logistical and administrative event support to the zone you work in. There may also be general administrative duties that are specific to the capital city office where you are based.

The incumbent will contribute to the nurturing of a child safe culture and working environment.

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Key Relationships	
Primary Internal Relationships	<ul style="list-style-type: none"> ● Zone staff and volunteers ● Mission Systems Team ● Finance and Assets Team ● People Services Team
Internal	<ul style="list-style-type: none"> ● IT Team ● Engage and Equip Teams
External	<ul style="list-style-type: none"> ● Department of Education staff and representatives ● School, church and community leaders ● Volunteer fundraising groups (eg Local Chaplaincy Committees, SRE Boards etc) ● SU camping volunteers ● Representatives from State government agencies relevant for Working With Children Checks

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Key Accountabilities	
Accountability areas	Responsibilities
1. National Ministry Helpdesk	<ul style="list-style-type: none"> ● Provide first point of contact through telephone and email support to Zone staff including chaplains and SRE teachers, volunteers, supporters, local support committees and boards, schools and churches. ● Refer all incoming stakeholder queries to the relevant person in the organisation. ● Maintain a high level of service through warm and friendly interactions, timely responses, and providing relevant organisational and systems knowledge.
2. Local Ministry Events Support	<ul style="list-style-type: none"> ● Provide support to local event directors and zone staff in setting up and delivering local ministry events through <ul style="list-style-type: none"> ○ administrative and process support including event registration, advertising, insurance, etc. ○ permission to proceed queries, ○ volunteer registrations, ○ budget and finance queries, ○ set up and back end systems support, and ○ restocking first aid kits, providing lanyards, nametags, printing and various other practical supports.
3. Chaplaincy and SRE Support	<ul style="list-style-type: none"> ● Provide support to local chaplaincy committees, SRE boards and field managers with budget and financial management queries. ● Support Field Managers and local committees and boards with the monitoring of cash flows as well as predicting future trends for grants and community funding of chaplaincy services and SRE boards. ● Follow up outstanding invoices with schools and SRE boards as directed by the Support Hub Team Leader. ● Provide administrative support with the recruitment of Chaplains and SRE Teachers including advertising of positions. ● Provide administration and finance training to local chaplaincy committees and SRE boards. ● Help manage the supply of chaplaincy merchandise, resources and information packs.

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<p>4. General support and administration</p>	<ul style="list-style-type: none"> ● Provide logistical and administration support to zone staff for training, induction and fundraising events ie. volunteer training, new chaplains induction, etc. ● Provide donations processing support including banking as needed in each capital city office. ● Under the direction of the Support Hub Team Leader, provide support to Zone Directors and Regional Managers with general administrative tasks, as required.
<p>5. Team contribution</p>	<ul style="list-style-type: none"> ● Contribute to the immediate team and the broader teams in SUA ● Participate in SUA devotion activities including prayer retreats ● Contribute at team meetings ● Participate in wider organisation-based activities and learning opportunities ● Demonstrate behaviour in line with a child safe culture ● Comply with WHS requirements ● Protect own health and safety ● Protect safety of others. Report hazards, risks and all incidents.

<p>Qualifications and experience</p>
<ul style="list-style-type: none"> ● Demonstrated ability to provide high level logistical and administrative support in a geographically dispersed environment.

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Competencies	
Competency areas	Definitions
Technical / Professional	<ul style="list-style-type: none"> ● Have achieved a satisfactory level of performance in working in online systems including: <ul style="list-style-type: none"> ○ Intranet based reporting and recording tools ○ Google workspace ○ Microsoft Office ○ Salesforce or other CRM tool (optional but advantageous) ○ My Recruitment Plus or other online recruitment portal (optional but advantageous)
Attention to detail	Accomplishing tasks, no matter how small, showing concern for all aspects of the job. Accurately checking processes and tasks. Ensuring others can rely on the accuracy of work completed by the incumbent.
Collaboration	Working effectively with others in the organisation (including fellow team members and people in other teams) to accomplish organisational goals and to identify and resolve problems.
Communication (verbal and written)	Using effective interpersonal skills to present ideas and views to individuals or groups (including nonverbal communication). Targeting presentations to the characteristics and needs of the audience (should the role require giving presentations). Expressing ideas clearly in any written format (memo, email, and letter) with correct spelling, grammar and structure.
Continuous improvement	Using initiative to identify and suggest improvements to processes and procedures. Analysing options for procedural improvements and documenting outcomes.
Customer service	Making efforts to listen to and understand stakeholders (both internal and external). Anticipating stakeholders' needs and giving high priority to stakeholder satisfaction.
Problem solving	Analysing problems effectively, evaluating alternative courses of action, exercising sound judgement and taking action in line with the level of authority of the role.
Self-management	Managing one's own wellbeing and workplace behavior in order to contribute to a positive culture within SUA. This includes:

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	<ul style="list-style-type: none"> ● Maintaining and promoting social, ethical and organisational norms in line with a Christian ethos; ● Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour; ● Maintaining stable performance under pressure and managing one's own stress effectively; ● Handling disappointment and/or rejection while maintaining effectiveness; ● Demonstrating perseverance by staying with a plan of action until the desired objective is achieved or is no longer required; and <p>Being open to change and willing to adapt to new directions; adapting working style to blend with changes; and articulating workplace concerns in a respectful and constructive manner.</p>
Teamwork	Active participation in team effectiveness. Taking actions that demonstrate consideration for the feelings and needs of others. Being aware of the effect of one's behaviour on others. Proactively developing relationships. Using appropriate interpersonal styles and methods to inspire, guide and persuade others toward goal achievement. Working independently to a high performance standard when required.
Time management	Organising one's own workload to prioritise tasks appropriately and meet deadlines. Adjusting personal work routines to complete tasks required by others when necessary. Considering other people's needs when determining order of work to be completed. Being proactive.

Additional Requirements

SUA requires that the incumbent:

1. agree with, and agree to work under, the aims, beliefs and working principles of SU
2. be able to demonstrate a living and personal relationship with Jesus Christ
3. be able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular
4. be a respectable member of a local Christian church we recognise
5. be in receipt of a current positive Working With Children Check for the purposes of child related employment
6. be willing to work under SU Australia's Conduct and Behaviour Standards

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Developed by	Group Director, Mission Support
Approved By	Group Manager, People Services
Effective Date	July 2021