

Glen Waverley Uniting Church

Office Administrator Job Description Analysis and recommendations

The following office services analysis was done by Jan Clear, David Morgan, Ineke Gyles and Warren Greenwood.

In the table below, we have compared the original “as advertised” job description with the list of tasks that were approved by Church Council at the time of the current appointment, with what we believe is the desired performance of an Office Manager.

Column 1 is the Original Advertised role;

Column 2 is the Task Statement approved by Church Council;

Column 3 is an Interpretative Statement. The purpose of this detail is to interpret the Office Duties statement into day-to-day activities within the life of GWUC. It is not to be seen as an exhaustive set of statements, but to provide guidance on Church Council expectations of the role.

We have attached a new Job Description for approval and implementation.

NOTE: This is NOT an evaluation of the incumbent (past or present), it is a document designed to allow Church Council to agree on what they want any office manager to do, following the OTWT and future plans analysis that Church Council have completed.

Recommendations:

1. That Church Council approve the attached Office Duties as the desired duties statement for the GWUC Office Manager.
2. That Church Council endorse the “Interpretative Task Statement” below as a more detailed explanation of the day to day expectations of the Office Manager duties and that these statements form a part of the Office Duties documentation, and therefore are to be read in conjunction with the Office Duties statement.
3. The Church Council endorse the statement that “The GWUC Office Hours will be 9.00am till 5.00pm, Monday to Friday “.
4. The Church Council endorse that the management of the Office Manager leave is the responsibility of the Church Council Executive, and is subject to the same reporting as all other staff and ministerial appointments???

Glen Waverley Uniting Church

5. That Church Council endorse the following statement of key personal attributes of an Office Manager as they appeared in the original advertised role.

The Office Manager:

- i. Brings a friendly, welcoming personable disposition and is well presented – the public face of GWUC;
- ii. Committed to the work of the Christian Church;
- iii. Demonstrated ability to learn or has a deep knowledge of the locale and the community;
- iv. Compassionate when dealing with pastoral care needs of people;
- v. Has and respects confidentiality;
- vi. Capable of working independently and effectively without management or supervision;
- vii. Ability to efficiently administer and organise;
- viii. Adaptable to change and varying work pressures;
- ix. Tolerant and works efficiently with frequent interruptions;
- x. Ability to prioritise time appropriately when presented with conflicting demands and work pressures;
- xi. Ability to determine and effectively decline requests with tact; and
- xii. Brings a sense of humour and engaging open personality.

Glen Waverley Uniting Church

Comparative analysis and the proposed interpretive narrative

Original Job Description as per advertised.	Task List attached to Church Council appointment approval.	Interpretative Task Statements
General Administration		
<p>1 Handle and respond to all forms of communications sent to GWUC.</p>	<p>Ø Manage the general correspondence & records of the congregation.</p>	<p>Ø Receive messages, mail, email, notifications and direct them to the appropriate recipient in a timely and efficient manner.</p> <p>Ø Proactively ensure that the correct people are aware of all matters raised with the Church Office or directed to GWUC.</p> <p>Ø Be a first point of presence for all visitors entering GWUC ensuring they are quickly and efficiently put in touch with the person, function or group of their need or interest.</p> <p>Ø Sufficiently understand all the activities of GWUC to be able to direct queries and information received to appropriate people or groups.</p>
<p>2 Perform general typing and prepare presentation material.</p>	<p>Ø Prepare and distribute general information about UCA activities including the weekly 'Bulletin' and the occasional 'New View' to church members.</p>	<p>Ø Ensure information, diaries, function dates and times are accurately communicated in all mediums used by GWUC, either directly or by passing to others (i.e. Web Site Manager).</p> <p>Ø Assist in the production of stewardship and planned giving material.</p>
<p>3 Maintain computer database of Church members... extract data for mail outs...maintain all requirements of Privacy Legislation.</p>	<p>Ø Maintain a current membership database and be the custodian of the official Membership rolls.</p>	<p>Ø Maintain the roll, including preparing mailing lists as required by church staff committees and groups, ensuring adherence to Privacy Legislation.</p> <p>Ø Proactively ensure that records are up to date and in a condition that can be used at any time by any group authorised to access the data.</p> <p>Ø Be proficient in the use of the software of GWUC, to ensure these records are accessible and flexible.</p>

Glen Waverley Uniting Church

<p>4 Maintain Wedding and Baptismal registers and submit to authorities as required.</p>	<p>Ø Undertake other duties appropriate to the position as directed.</p>	<p>Ø Maintain Wedding and Baptismal registers and submit to Presbytery as required</p> <p>Ø Maintain all church registers in a manner to enable participants to be followed up by ministry team and pastoral care at any time.</p>
<p>5 Manage and oversee the allocation of bookings for meeting rooms....</p> <p>6 Administer use of the facilities by external groups.</p>	<p>Ø Allocate the use of the Church building facilities in consultation with the Chairperson of the Property Committee.</p>	<p>Ø Manage all property bookings by GWUC groups, committees and external parties.</p> <p>Ø Complete all rental documentation and ensure it is returned by the hirers and filled appropriately</p> <p>Ø Collect all bonds and rental payments in a timely manner, including any Insurance premiums</p> <p>Ø Notify GWUC groups of any of their functions where the property is not left in a clean and tidy manner.</p> <p>Ø Ensure all bookings are diarised in all forums appropriately.</p> <p>Ø Report all maintenance requirements to the Property Committee.</p> <p>Ø Inspect the property daily and report any damage, cleaning or supplies shortages to the Property Committee</p> <p>Ø Inspect the toilets and ensure adequate toilet paper is available daily. If cleaning is required, report it to the Property Committee representatives</p> <p>Ø Manage car park demands for any bookings, funeral or weddings during working hours.</p> <p>Ø Inspect property before leaving each day, lock or ensure last person in building is authorised to be there and aware they are last in building. Lock all doors.</p>
<p>7 Liaise with other churches, local schools, Presbytery and</p>	<p>Ø Maintain liaison with other UCA agencies as necessary.</p>	<p>Ø Assist ministry and leadership teams to interact with community groups, services and functions.</p>

Glen Waverley Uniting Church

Synod as required.		
8 Manage and coordinate and train volunteers who assist in the church office	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. 	<ul style="list-style-type: none"> ∅ Train all users of office equipment how to use them correctly. ∅ Ensure appropriate maintenance of all office equipment. ∅ Ensure sufficient help is found to prepare Newview, bulletins, wedding and funeral support. ∅ Assist in finding help for GWUC committees, functions and events.
Event Management		
9 Assist and support Ministry team and others with set up of worship area for services and special events. 10 Source Special items as required by ministry team for worship.	<ul style="list-style-type: none"> ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. ∅ Undertake other duties appropriate to the position as directed. 	<ul style="list-style-type: none"> ∅ Ensure facilities are available for designated or hired use, by contacting appropriate people to move furniture or contact roster coordinators. ∅ Be able to manage PA equipment for standard straightforward functions, funerals, weddings – Call rostered or trained persons for more complex functions. ∅ Be aware of where all equipment is located in the building. ∅ Assist event organisers to find what they need, or contact people to arrange help for them. ∅ Pro actively assist with all GWUC events. ∅ Have a basic understanding of how power, lighting, heating works within the complex to assist users.
11 Prepare weekly church Bulletins and hymn sheets, including printing and collating.	<ul style="list-style-type: none"> ∅ Prepare and distribute general information about UCA activities including the weekly 'Bulletin' and the occasional 'New View' to church members. 	<ul style="list-style-type: none"> ∅ Accurately prepare and/or assist in the production of, newsheets, publicity brochures, Newview, Calenders, Diary dates, Orders of Service for regular services, funerals, weddings and meeting minutes of church committees as requested.
12 Make arrangements for funerals, weddings,	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. 	<ul style="list-style-type: none"> ∅ Take all reasonable and pro-active steps to ensure that worship services, funerals, weddings and GWUC special events have all possible assistance. ∅ Assist all hirers to have access in accordance with their rental agreements.

Glen Waverley Uniting Church

<p>meetings, conferences and other church functions, including preparation of Orders of Service. Securing stewards, organist, sound and catering, flowers, furniture set up and post clean up.</p> <p>13 Provide on the spot support and assistance and backup during week day events.</p>	<ul style="list-style-type: none"> ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. 	<ul style="list-style-type: none"> ∅ Chase people as required to ensure they clean up and leave the property in good clean order. Report non performance to the Property Committee. ∅ Pro actively contact the ministry team and leadership to assist and ensure they have whatever help is able to be given for special events.
<p>14 Administer copyright policy for music and other event material.</p>	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. 	<ul style="list-style-type: none"> ∅ Assist all GWUC event organisers to ensure that every church event meets copyright requirements. ∅ Ensure our CCLI, CAL and CVLI licences are always up to date, paid and our records meet licence requirements. ∅ Take all reasonable steps to obtain copyright clearance for all GWUC initiated events.
<p>Financial</p>		
<p>15 Perform and coordinate the banking of church monies.</p> <p>16 Manage petty cash arrangements.</p>	<ul style="list-style-type: none"> ∅ Manage the bookkeeping and general banking functions of the Congregation in accordance with procedures determined by the Treasurer. 	<ul style="list-style-type: none"> ∅ Accurately record all financial interactions between GWUC and others ∅ Ensure a correct audit trail is kept on all payments ∅ Ensure cash is kept to a minimum on site at all times. ∅ Facilitate the quick and efficient payment of all bills and accounts. ∅ Perform banking as and when required, managing any personal risk appropriately. (i.e.

Glen Waverley Uniting Church

<p>17 Prepare and issue cheques in terms of orders and payment accountabilities</p> <p>18 Maintain the accounting records and materials for all receipts and payments.</p> <p>19 Ensure all payments are exercised under signing and payment authorities.</p> <p>20 Budget and purchasing of office and worship requisites</p> <p>21 Maintain financial records of transactions performed through agreed Accounting software and with supporting and appropriately approved documentation</p>	<p>Ø Undertake other duties appropriate to the position as directed.</p>	<p>Varied banking times and asking for assistance if large amounts involved.)</p> <p>Ø Be able to use MYOB (or whatever financial system selected) after suitable training.</p>
<p>Ministerial</p>		

Glen Waverley Uniting Church

<p>22 Assist with scheduling of appointments.</p>	<ul style="list-style-type: none"> ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. 	<ul style="list-style-type: none"> ∅ Receive pastoral care requests and assist with the prioritisation of responses. ∅ Assess the appropriate person to respond (duty minister or other Elder or person) ∅ Contact the correct person quickly and efficiently. i.e. Always telephone first and then email as a backup. ∅ Assist the ministry team with scheduling appointments according to need.
<p>23 Support the ministerial team as representations are made at front desk (public and church members)</p>	<ul style="list-style-type: none"> ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. ∅ Undertake other duties appropriate to the position as directed. 	<ul style="list-style-type: none"> ∅ Proactively deal with people in a caring manner, managing appropriately access to the ministry team in a caring and compassionate manner. ∅ Assess the response needs of all visitors and pro actively assist them to receive the assistance they need and that GWUC can provide.
<p>24 Attend and participate in ministry team discussions as appropriate and required.</p>	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. 	<ul style="list-style-type: none"> ∅ To help in any reasonable manner to support the ministry team meetings and activities.

Glen Waverley Uniting Church

<p>25 Provide a broad range of administrative and clerical support for the ministry team</p> <p>26 Continue to provide a range of administrative and clerical support</p>	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. 	<ul style="list-style-type: none"> ∅ To provide secretarial services for the ministry team ∅ Orders of Service production and circulation to all parties, stewards etc. may include weddings or funerals.
Pastoral		
<p>27 Liaise with ministerial team and Supportive Care Link and welfare committees regarding pastoral concerns presented or advised to the church office</p>	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. ∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons. 	<ul style="list-style-type: none"> ∅ Pass on pastoral care needs quickly and efficiently ∅ Pass information on to the correct person quickly and via the best medium. ∅ If appropriate, offer assistance to persons in urgent need any way that GWUC can reasonable respond.
<p>28 Respond to health emergencies that occur within the church complex</p>	<ul style="list-style-type: none"> ∅ Undertake other duties appropriate to the position as directed. ∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation. 	<ul style="list-style-type: none"> ∅ Do whatever is required to ensure that everyone is safe and receives any physical or medical care, within the manner appropriate to GWUC activities during office hours. ∅ Contact emergencies services quickly and assist best possible response during office hours.

Glen Waverley Uniting Church

	<p>∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons.</p>	
<p>29 Coordinate the various support frameworks developed to provide irregular support to congregation members.</p>	<p>∅ Undertake other duties appropriate to the position as directed.</p> <p>∅ Liaise with ministers, leaders of groups and auxiliaries with the congregation.</p> <p>∅ Respond to requests for assistance directly or by referral to ministers or other appropriate persons.</p>	<p>∅ Using their knowledge of GWUC and its resources, bring to bear the resources appropriate to the need.</p>

Proposed GWUC Office Duties September 2009:

1. Administration

- i. All GWUC communications;
- ii. Prepare weekly bulletins;
- iii. Prepare and/or assist with Newview and other congregational communication material;
- iv. Office services to all GWUC teams, councils and groups;
- v. Maintain the Roll and mailing lists (according to privacy principles);
- vi. Maintain baptismal and wedding roll and registers;
- vii. Control facilities bookings within guidelines or as approved by Property Committee;
- viii. Administer all Copyright compliance;
- ix. Administer the recording of ministerial and staff leave documentation and approvals;
- x. Manage facility hire by approved groups; and
- xi. Train and support office volunteers using office facilities.

2. Event Management

Glen Waverley Uniting Church

- i. Assist and support ministry team for all worship activities;
- ii. Facilitate and assist with arrangements for weddings, funerals, special worship and other church run functions, including assist with securing support staff and stewards etc; and
- iii. Assist with all functions occurring during normal office hours.

3. Financial

- i. Maintain daily books of receipt and payments (not GWUC books);
- ii. Manage all petty cash;
- iii. Perform any banking as required;
- iv. Prepare cheques and other payment documentation as per Finance Committee requirements; and
- v. Ensure all financial transaction have occurred according to Church Council delegations of authority.

4. Ministerial

- i. Assist and co ordinate with the ministry team all pastoral care and general appointments;
- ii. Support the ministry team best use of their time and appointments;
- iii. Attend the ministry team meetings as appropriate; and
- iv. Provide administrative and clerical support to the ministry team.

5. Pastoral Care

- i. Be the “face of GWUC” as a first point of call;
- ii. Respond to and support health emergencies within the complex during office hours; and
- iii. Coordinate and/or facilitate GWUC groups and committee office needs.

6. Training

- i. Identify any training needs and bring them to the attention of Church Council Executive for approval.