



POSITION DESCRIPTION

TEAM LEADER ADMINISTRATION

Reporting to:	Chair – Joint Church Council
Location:	Four days a week at Heidelberg Office
Tenure:	18 months
Hours per week:	0.79 Part time (30 hrs)
Date:	2024

Employee

Signature

Date

Manager

Signature

Date

Banyule Network

The Banyule Network (the Network) is a group of Uniting Church in Australia (UCA) congregations from the city of Banyule, who have chosen to work together as a local Network. The Network is made up of five congregations and several emerging communities, each with a focus on ministry in the local community.

The congregations include Cross Generation Uniting Church; Gresswell Uniting Church; Heidelberg Scots-Uniting Church; Ivanhoe Uniting Church; and Rosanna Uniting Church.

The Network facilitates a wide range of activities and services across the City of Banyule.

Role purpose

The Team Leader Administration plays a key part in supporting the Banyule Network's goals that seek to bring God's life and hope to the community, and individuals. The role provides a range of team leadership and administration services including co-ordination of team employment administration (e.g. submission of staff annual leave), Network administration and communication services, maintenance of Network databases, basic technology support, and maintenance of HR procedures/policies and processes.

The role coordinates a small team of community development workers, involved in a range of initiatives including but not limited to the Sycamore Tree Café and a Mental Health Program. The role also coordinates volunteers engaged in nurturing the mission and ministry of the Uniting Church.

Working closely with the Joint Church Council leaders, the Team Leader role provides human resource administration to ensure a safe and compliant workplace.

Key selection criteria

Qualifications and experience

This position requires the following knowledge and experience:

- Tertiary qualifications in business administration and/or equivalent relevant experience.
- At least three years' experience in office management, administration.
- Experience in people management essential.
- Experience in Human Resources administration is essential.
- Experience within the not-for-profit sector is desirable.

Skills and abilities

The successful applicant will have the following skills and abilities:

1. **Administration skills:** ability to manage competing priorities and meet strict deadlines; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress.

2. **Team coordination:** facilitate employee development; convene staff meetings; support staff and others so they are effectively engaged and motivated; ensure a safe workplace for self and others.
3. **Customer service:** ability to provide outstanding levels of service; accountable and responsive to service issues that arise; and to manage risks to service delivery.
4. **Attention to detail:** observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
5. **Teamwork:** ability to cooperate and work well with others in pursuit of team goals; to collaborate and share information; to show consideration, concern and respect for others' feelings and ideas; to accommodate and thrive in context of others' different working styles.
6. **Problem solving:** seeks all relevant information for problem solving; probes for the facts; analyses issues from different perspectives; identifies and proposes workable solutions to problems.

Personal competencies and qualities

The successful applicant will also have these personal competencies and qualities.

7. **Initiative and accountability:** ability to be proactive; can seize opportunities and act on them; takes responsibility for own actions.
8. **Communication skills:** excellent verbal and written communication skills; excellent interpersonal skills, and ability to effectively interact with a diverse range of individuals, groups and committees.
9. **Spiritual awareness:** ability to demonstrate insight into the importance of faith; ability to reflect on one's own spiritual life and interact comfortably with people of all faiths.

Applicants will be required to obtain a Working with Children Check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

Key accountabilities and activities

Key accountabilities	Key activities
Provide administration services	Deliver a range of administration support services including: <ul style="list-style-type: none"> • Recording meeting minutes • Compiling and publishing Network newsletter • Assist with Banyule Network website and social media

	<ul style="list-style-type: none"> • Provide administration and reporting support to the Banyule Network Joint Church Council • Provide basic technology support (e.g. assist with set up of laptops, update software subscriptions) <p>Support the management of small budgets as requested.</p> <p>Ensure current and accurate databases are maintained including:</p> <ul style="list-style-type: none"> • storage of information • client records • implementation and maintenance of efficient and effective filing and workflow systems. <p>Handle escalated member’s/customer complaints and resolve issues using effective customer handling techniques.</p>
Provide HR support	<p>Coordinate administration volunteers. Ensure volunteer engagement in Network volunteer programs (i.e. hope springs, Sycamore Tree Café complies with Synod policies and procedures.</p> <p>Provide HR operational requirements: for example, preparing letters of employment; assisting with induction; and ensuring all employees have accurate position descriptions, remuneration and benefits including long-service leave through the Synod Payroll team. Draft position descriptions and support recruitment processes, as requested.</p> <p>Ensure a safe environment (OH&S requirements) for all employees and volunteers are in place and that known risks to wellbeing are managed well.</p> <p>Ensure compliance with UCA Safe Church requirements.</p> <p>Liaise with Synod People and Culture team for expert information and advice, as needed.</p>
Coordinate others	<p>Lead relevant team meetings.</p> <p>Increase the team’s effectiveness by supporting staff recruitment and selection, orienting, training, coaching, counseling, and guiding staff; and communicating the values and objectives of the Banyule Network.</p> <p>Coordinate the review of individual performance as part of an annual review cycle.</p> <p>Maintain a workplace climate that encourages the offering of information and opinions.</p>

	<p>Remain approachable, consistent and provide sound reasons to justify decisions.</p> <p>Ensure that training opportunities are available and undertaken, so that people working in the team (including self) have contemporary skills and knowledge to do their jobs.</p>
Communicate effectively	<p>Confidently convey ideas and information in a clear and professional way. Use feedback to refine communication and handle difficult and sensitive communications.</p> <p>Write and edit written communications to ensure they contain the information necessary to achieve their purpose.</p>
Demonstrate teamwork	<p>Openly share insights with others. Maintain effective and respectful relationships.</p> <p>Participate in team meetings and conversations with peers in a way that encourages collaboration, connection, and lighter and simpler systems.</p> <p>Resolve any conflicts that may arise through effective reconciliation methods.</p> <p>Participate in team development activities and exercises to enhance own leadership and foster a culture of teamwork across the Network.</p>

CURRENCY	
ORIGINAL	APRIL 2024