

Position description

Position title	Operations Coordinator
Team	St Mark's National Theological Centre
Award	Higher Education Industry-General Staff-Award 2020
Classification	HEW- level 6
Employment Status	Part-time and permanent- 0.8 FTE (Tuesdays to Fridays)

Position purpose

The purpose of the Operations coordinator at St Mark's National Theological Centre is to facilitate its smooth and efficient operation and ensure it serves as a valuable resource for its students, faculty, clergy candidates, staff, and the public.

Primary Responsibilities

Reception and administration

- Be the first point of contact at the reception desk, greeting guests, interacting with students, and responding to general enquiries. Make it a priority to attend to queries from prospective students via phone, mail, and email, forward general email enquiries, and pass them on to relevant departments.
- Undertake high-level administrative tasks and assist staff, faculty, and adjunct/visiting lecturers.
- Readiness to articulate the Christian ethos of St Mark's, its values, ministries, and goals.
- Minute administration staff meetings.
- Undertake other duties as directed in line with capabilities.
- Assist in the planning and fulfilment of events.
- Distribute *St Mark's Review* journal, process payment and delivery of books for sale on our website and stocktake.
- Work with the IT team to provide a high level of support to students and staff (e.g., reset passwords, photocopier codes, email distribution lists, on-site equipment, etc.).
- Manage the reception accounts (mobile phones, broadband, office supplies), place orders, chase deliveries, process invoices for payment, etc.

Facilities

- Ensure the smooth running of classes and intensives, including room set up, meeting and greeting, and catering as needed.
- Manage and order office stationery, food and drink, bathroom, kitchen, and cleaning supplies.

- Book and monitor the events calendar and room bookings, setting up as necessary. Assist hirers and attendees with any facility-related issues during hire, ensuring alignment with organisational policy and risk management procedures.
- Organise and liaise with relevant tradespeople to manage the property as needed.
- Be proactive about risk management and maintain emergency plans and instructions.
- Maintain a spreadsheet of the annual maintenance program of site services and equipment.
- Coordinate and induct contractors and volunteers.

Financial administration

Work with the accounts team to:

- Process donations received and sent 'thank you' letters.
- Organise invoices to be sent for bookings and accommodation.
- Refer invoices for approval and payment, administer, petty cash, etc.

Qualification:

- A degree with subsequent relevant experience; or
- Extensive experience in an administrative role

Key skills and experience

- Ability to work collaboratively and effectively within a team environment.
- Strong commitment to delivering excellent customer service, including the ability to communicate effectively with patrons and resolve their queries.
- Advanced skills in communication technology, such as proficiency in word processing and spreadsheets and a high level of competence in managing websites and social media outlets.

Key Personal Attributes

- The capacity to adjust to varying circumstances and requirements within the Centre's environment.
- Understanding St Mark's vision and aim, mainly focusing on theology and community engagement.
- Demonstrate a Christian commitment through participation in a local church.
- Effective verbal and written communication skills, crucial for interacting with the public and team members.

Other requirements

- Current ACT Working with Vulnerable People card

- Abide by the Code of Good Practice in the Anglican Diocese of Canberra and Goulburn; CSU codes relating to adjunct status and use of IT; and other relevant professional standards.
- Satisfactorily complete police, criminal history, and other checks, as required by and conducted through the Safe Ministry Unit of the Anglican Diocese of Canberra and Goulburn.

Reporting lines

Library and support staff manager