

### 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