



fresh hope

Position Outcome Statement

General Information

The Position Outcome Statement (POS) describes the requirements to successfully perform the role. It does not describe any person or temporary person who has held the position.

The POS contains key information about a position, including scope and responsibilities, remuneration, and relationships with other parties. Key aspects of the POS are outlined below.

| | | | |
|----------------------|--|---------------------------|-----------------|
| Position: | <i>Youth & Events Resourcing Administrator</i> | Level: | |
| Reports to: | <i>Resourcing Team Leader</i> | | |
| Remuneration: | <i>As per experience</i> | Date POS Created: | <i>Nov 2021</i> |
| Agency: | <i>Mission & Ministry</i> | Date POS Reviewed: | |
| Location: | <i>Rhodes Resource Centre</i> | | |

Position Overview

This provides you with a broad overview of the responsibilities and scope of the position. It also indicates how the job fits into the overall objectives of the work service or program and its link to fresh hope's own goals and objectives.

- This position is a 2 day a week administrative support role to the Mission & Ministry Agency. This position will be responsible for the adaptive services required by the Mission & Ministry Resourcing team. This will involve a variety of responsibilities in the areas of: youth ministry support, customer service, events, admin support to M&M ministry leaders, plus supporting the day-to-day activities of the M&M agency.
- This is a maternity leave position and is initially offered as a contract position until August 2022.

Key Relationships

- Directly responsible for the following staff:
 - Nil
- Indirectly responsible for the following staff:
 - Nil

Key Result Areas

These statements describe the critical activities encompassed by the position. They highlight essential functions and priorities expected by the role.

The corresponding outcomes elaborate each Key Result Area (KRA).

1. Administration Support for youth ministry and events
2. Administration and Event Support for Mission & Ministry team
3. Stakeholder Service
4. Quality Improvement
5. Workplace Health and Safety
6. Teamwork

Outcomes

1. Administration Support for youth ministry and events

- Co-ordinate Youth Ministry events at the direction of the Youth Ministry leader and Spiritual Leadership Ministry Leader
- Support the Youth Ministry Leader and Youth ministry team in event planning, promotion and administrative processes
- Liaising with network stakeholders (churches & The Tops) in event planning and promotion.
- Co-ordinate social media collateral (posts, videos, promotional material)
- Other activities as directed by the Youth Ministry leader or Mission & Ministry senior team members or Spiritual Leadership Ministry Leader

2. Administrative and Event Support for the M&M team

- Event co-ordination and support of Mission and Ministry events
- Administration support to Mission & Ministry team- This role requires adaptability in the provision of services as required.
- Administrative support includes: minute-taking, expense management, travel arrangements, events support, hospitality, report-writing, plus website and database support.
- Other activities as directed by the Resourcing Team Leader or members of the Mission & Ministry Senior Team

3. Stakeholder Service

- Effectively liaise and demonstrate exceptional customer service with internal and external stakeholders. This support can be via phone, email, newsletter, SMS, conference calls or other forms of communication.
- Ensure highest level of confidentiality of all information within the workplace.
- Record, respond to complaints and concerns and escalate appropriately to the Resourcing Team Leader.

4. Quality Improvement

- Perform work in accordance with organisational policy, process control plans and work instructions.
- Contribute and implement improvements to work processes in a manner that is consistent with organisational policy, process control plans, or work instructions.

5. Workplace Health and Safety

- Adhere to safe work practices at all times.
- Report all accidents, incidents, risks and hazards immediately using established procedures.
- Follow legislation and organisational policies and procedures in relation to workplace health and safety.
- Participate in Return to Work Programs if and when required for the safety and well-being after injuries.

6. Teamwork

- Provide administrative assistance and support to the Mission & Ministry Team.

- Promote and contribute to a collaborative and positive team environment, including active participation in team meetings, and problem-solving constructive ways to assist in the delivery of extraordinary team services to internal and external stakeholders.

Other Duties

- Training and Development – actively participate in continuously improving skills and competency appropriate to the job duty list(s) and position outcome statement.
- Employee Appraisal – actively participate in adhering to agreed outcomes and be willing to provide and accept constructive feedback for continuous improvement.
- Activities as directed by the Senior Team of Mission & Ministry.
- Model the values of Fresh Hope in day to day work, including interactions with managers, employees, customers and stakeholders.
- Ensure confidentiality of all information within the workplace and compliance with the organisation's privacy policy. Participate in broader Fresh Hope organisation activities as required..

Key Selection Criteria

The Key Selection Criteria (KSC) defines the knowledge, skills, abilities and qualifications that a person must possess to effectively perform the responsibilities of the position.

- KSC 1** Qualifications in Business Administration or demonstrated competency in core requirements.
- KSC 2** Demonstrated competency, skills and experience in administration.
- KSC 3** High attention to detail and accuracy.
- KSC 4** Demonstrated ability to follow instructions and be adaptable to services required.
- KSC 5** Demonstrated ability to identify customer requirements, alter services in response to identified needs, and evaluate customer satisfaction.
- KSC 6** Demonstrated time management skills and ability to prioritise work..
- KSC 7** Demonstrated ability to communicate both orally and in writing with persons from various levels and positions in an organisational context and external churches, partners and suppliers..
- KSC 8** Proficiency with Microsoft Office Suite (Word / Excel / Power Point / ACCESS/ Outlook
- KSC 9** Working knowledge of the Fresh Hope ethos and mission, with willingness to work within a Christian context and the Fresh Hope philosophies, vision and values.
- Desirable** Minimum 2 years Team Administration Support or Personal Assistant experience.

Acknowledgement

I acknowledge that I have read and understood the key result areas described in this Position Outcome Statement and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I have received a copy of this Position Outcome Statement.

(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position).

Employee Name:

Signature:

Date (dd/mm/yy):

Supervisor/Manager:

Signature:

Date *(dd/mm/yy)*: