



POSITION RESULTS DESCRIPTION – OPERATIONS COORDIANTOR

This position description outlines the key roles and functions associated with the Operations Coordinator role within the ASBC, including anticipated measures of key expected results where the role is being successfully performed.

OVERVIEW	
POSITION TITLE	Operations Coordinator
POSITION GRADE and TYPE	0.8FTE Administration Role related to the Operations of the ASBC
EMPLOYMENT AWARD	Clerks and Administration Award – Level 4 + Alice Springs Loading
REPORTS TO	Lead Pastor Church Membership through the Church Leadership
TENURE	Five (5) Year Contract
CHURCH and MINISTRY/ DEPARTMENT OVERVIEW	<p>Alice Springs Baptist Church</p> <ul style="list-style-type: none"> ASBC is committed to the promotion of God’s Glory and the advancement of the Lord’s Kingdom by promoting the spread of the Gospel, the fellowship of believers and the study and understanding of God’s Word. At ASBC, we value inspiring worship, practical teaching and genuine relationships. As a church community we are committed to encouraging all who are a part of our community to discover what role they play. The church’s commitment is to train, equip and encourage followers of Jesus to be fully who he wants them to be. The mission of ASBC is to see the lost saved and integrated into the life of the church so that together, as a community of believers, we might live and serve to worship God, growing more and more into the people He has created us to be. <p>Church Values</p> <ul style="list-style-type: none"> Gathered: we are gathered by God for His glory Desert: we strengthen the health of Christian desert networks Equipped: we spiritually equip people toward maturity in Christ Scattered: we are sent by Christ to be on mission every day

<p>POSITION SUMMARY</p>	<p>The Operations Coordinator will - under the day-to-day supervision of the Lead Pastor and oversight of the Deacon for Administration:</p> <ul style="list-style-type: none"> • Provide administrative and project-based support for Pastors, Deacons, Elders and Ministry Leaders within the ASBC • Provide Office Management for the ASBC Church, including administration of Church calendars for cyclical reporting and other requirements • Coordinate Church compliance, supporting the development and implementation of ASBC policy related to regulatory and legislative requirements • Support HR Processes, including administering leave and entitlements and site inductions • Manage the internal budget, as set by the Deacon for Finance, and liaise with external service providers
<p>KEY CHALLENGES</p>	<ul style="list-style-type: none"> • Working in a highly-regulated environment to ensure compliance • Providing logistical and administrative support to a wide variety of ministry areas • Development and implementation of continuous improvement processes to support the efficient operations of the ASBC, facilitating the Kingdom impact of the Church
<p>KEY CONTACTS</p>	<p><i>Internal:</i> ASBC Staff, Eldership, Full Leadership Team, Volunteer Teams</p>
<p>DECISION MAKING AUTHORITY</p>	<p>Implementing budget within agreed limits set by Deacon for Finance</p>
<p>ACCOUNTABILITY AND REPORTING</p>	<p>The Operational Coordinator will:</p> <ul style="list-style-type: none"> • Work under the direct supervision of the Lead Pastor and Church Operational Leadership Team • Provide regular reports on the operations of the ASBC to the Leadership and Membership • Actively conform to and enforce the church’s “Duty of Care” policies • Participate in an annual Performance Review/Appraisal against the Position Results Description.
<p>SPECIAL FEATURES</p>	<ul style="list-style-type: none"> • Intrinsic to this position is the acceptance of the Biblical principles and requirements outlined in the Constitution of the Alice Springs Baptist Church. • The successful applicant must hold, or be prepared to obtain, a Northern Territory Working with Children (Ochre Card) prior to commencing in the position. • The position is offered as five years with an option of renewal by mutual negotiation.

KEY RESULT AREAS

KRA 1: Provide administrative and project-based support for Pastors, Deacons, Elders and Ministry Leaders within the ASBC

Performance Measures:

- Provide administrative assistance and support to the Pastors in the implementation of new programs, ministries and in the development of church management ideas and strategies
- Assist with special projects as requested by the Lead Pastor and Operational Leadership Team
- Provide administrative support to the various ministries of the church
- Develop and facilitate administrative processes that enhance the efficiency and effectiveness of ASBC Ministries
- Preparation of information/materials for church business meetings
- Undertake administrative tasks in support of pastoral staff and Elders, including provision of secretariat services to Members meetings and other working groups as required
- Manage the sound administrative function of onboarding volunteers

KRA 2: Provide Office Management for the ASBC Church

Performance Measures:

- Ensure all operational and business matters are dealt with in alignment with the constitution, church policy and legal requirements
- Ensure church membership records are kept up to date
- Keep pastoral staff & leadership informed on important calendar events and due dates for completion of cyclical tasks, ministry reviews, core value surveys etc.
- Coordinate appropriate reporting on the operations of the ASBC, meeting regulatory and Constitutional requirements
- Develop and maintain effective office administration systems
- General reception and customer service duties
- In consultation with the Operational Leadership Team and Lead Pastor, make recommendations and support the development of continuous improvement practices with a view to achieving the church vision

KRA 3: Coordinate Church compliance, supporting the development and implementation of ASBC policy related to regulatory and legislative requirements

Performance Measures:

- Coordinate the calendar for cyclical compliance related tasks, including supporting and facilitating the regular review and updating of all ASBC compliance and duty of care policies
- Maintain documentation for all incidents/accidents and report appropriately in line with regulatory requirements and the ASBC Work Health and Safety Manual
- Develop and implement appropriate policies and procedures related to ASBC compliance across all areas
- Manage operational tasks as relating the ASBC building, bus and other assets, including taking responsibility for general security and managing the key register, and ensuring cyclic maintenance and test schedules are carried out on the property

KRA 4: Support HR Processes, including administering leave and entitlements and site inductionsPerformance Measures:

- In accordance with the ASBC HR Handbook, conduct appropriate induction and site induction for commencing staff and visiting contractors
- Ensure accurate payroll provisions, including appropriate salary levels, staff leave and entitlements, and salary sacrifice where applicable
- Support the annual review process by providing documentation and facilitating meeting coordination
- Develop, document and recommend appropriate processes and protocols for HR related functions of the ASBC

KRA 5: Manage the internal budget, as set by the Deacon for Finance, and liaise with external service providersPerformance Measures:

- Work closely with the Deacon for Finance to ensure sound financial practices and good stewardship of the funds entrusted to the Church
- Provide accurate reporting to all levels of leadership and Church Members
- Manage external contractors and service providers, including through service level agreements, and ensure continuous provision of key services to the ASBC, such as insurance and amenities.
- In partnership with the Deacon for Finance, have oversight of finance and loans, and ongoing arrangements with external parties
- Responsibility for formulating the annual church budget, in collaboration with the Deacon for Finance and Operational Leadership Team.
- Develop and implement financial and procurement policies and processes for the ASBC

KEY CHARACTER AND COMPETENCIES

Attributes/Qualities:

- Committed to the values, mission and vision of Alice Springs Baptist Church
- Able to work independently and follow broad direction, applying high-level administrative skill to managing the operations of the ASBC
- Demonstrated respect in loving others through caring, listening, encouraging and coaching
- Be committed to continued personal spiritual growth through prayer, worship, bible study, fellowship and personal holiness
- Excellence in work and in service, maintaining a clear understanding and approach to seeing best outcome of the ministry

Experience/Qualifications:

- The Operations Coordinator will have significant experience in administration, finance or human resources
- Experience in compliance or administration in a highly regulated industry is desired
- It is desired that the Operations Coordinator has completed relevant tertiary qualifications in either business, administration, finance, HR or Work Health and Safety

Knowledge:

- Compliance and risk management
- Project implementation and management
- Continuous improvement processes
- General budgetary process and controls

Skills:

- Effective and sensitive communication to various demographics across the church and wider community
- Demonstrated, high-level competence with a range of software and computer programs for administration, finance and HR
- Time management and organisational abilities

