



Katoomba Christian Convention
"All One in Christ Jesus"

Role Statement

Katoomba Christian Convention (KCC) Mission & Vision:
"To see our nation transformed by Jesus Christ through the powerful preaching of the Bible"

JOB DESCRIPTION

Position Title	Events Support & Administrative Assistant
Reports to	Events Support Coordinator
Supervises	Occasional Volunteers
Location	Katoomba Christian Convention, 28 Burwood Road, Burwood NSW 2134
Department	Events Support
Purpose	To ensure the smooth running of the KCC head office, provide event support for each convention, and ensure a high level of customer service to KCC delegates and other parties.
Relationships	Internal – Events Team, Operations Manager Events, all other staff (in Katoomba Site and the Burwood Office) External – delegates, group leaders, volunteers, suppliers, contractors and sponsors
Status	40% Part time or Casual
Job Context	<p>KCC operates between 6-8 conventions throughout the year. The Events Support & Administrative Assistant provides general support to ensure the smooth running of the KCC Head Office and events support for each convention, as well as ensuring a high level of customer service to KCC delegates and other parties. This will involve working closely with each of the Event Coordinators, Events Support Coordinator and other Administrative staff, to support all facets of the conventions and registrations.</p> <p>During peak periods there will be competing demands for time from across the KCC team and externally (delegates, volunteers etc). A strong ability to prioritise, work efficiently and independently, as well as give attention to detail, is critical in this role. A pro-active attitude that is willing to contribute to the needs of the team is essential. All these responsibilities will be performed while ensuring that KCC's vision and objectives are being adhered to.</p>
Primary Responsibilities	KCC Reception & General Office Administration <ol style="list-style-type: none">1. Respond promptly and attentively to all face-to-face, phone and email communications as one of the first points of contact at KCC2. Provide professional and welcoming customer service at reception3. Carry out general office duties, such as minute-taking, petty cash management, bank reconciliation, mail and banking tasks, reporting, archiving, office supply management, cleaning and hospitality4. Provide administrative support for general marketing, fundraising or convention mail-outs, initiatives and projects5. Update and maintain database on a regular basis (Salesforce)6. Donation management and tracking, including reporting and following up with donors7. Communicate with service providers and suppliers as necessary8. All other office and administrative support tasks, as needed

	<p>KCC Events Support</p> <ol style="list-style-type: none"> 1. Process registrations and accommodation bookings, invoices, changes and cancellations 2. Work closely with the Event Coordinators to manage the registration and accommodation booking processes 3. Respond promptly and attentively to delegate, volunteer and other convention-related queries (phone and email), as well as trouble-shoot and support queries relating to the online registration and volunteer systems 4. Organise and manage event and marketing mailouts 5. Manage and process volunteer data, child protection checks and reference calls 6. Assist sponsors to supply required information for advertising and logistics 7. Follow up on information from individuals and groups as appropriate 8. Provide support for KCC Event Coordinators to ensure all arrangements are made in preparation for events, eg. Picking up and packing cash floats, printing and reports needed, name tags and other resources required 9. Where attendance at events is required, provide positive and attentive front-desk customer service to delegates, sponsors and suppliers, process payments and provide ad-hoc logistics support 10. Process all post-convention data and forms 11. Provide relevant reports on registrations, accommodation bookings as needed 12. Contribute to improving systems and procedures for the operational aspects of events as required
	<p>Policy and Procedures</p> <ol style="list-style-type: none"> 1. Familiarise yourself with and apply policies and procedures for the Burwood team 2. Act in accordance with best practice Work Health & Safety procedures
<p>General Responsibilities</p>	<ol style="list-style-type: none"> 1. Uphold KCC's Code of Conduct and Christ-centred organisational culture 2. Communicate and work effectively with staff 3. Ensure a high level of customer service is maintained for guests and delegates 4. Participate in training, meetings, workshops etc as required 5. Work within the policies and procedures of KCC 6. Continuous Improvement and Best Practice: You will have opportunity to participate in any continuous improvement exercises and to seek best practice in fulfilling your role. You will also have the opportunity to contribute to the ongoing development and improvement of KCC policies and practices 7. Workplace Health and Safety: It is your responsibility to take reasonable care for the health and safety elements that require updating
<p>Key Performance Indicators</p>	<ol style="list-style-type: none"> 1. Meeting all deadlines set by the Events Support Coordinator 2. Meeting or exceeding goals for Burwood office efficiencies 3. Contribution to operational performance of KCC as an organisation 4. Professional working relationships with KCC Burwood and Katoomba staff 5. Excellent efficiency in the general running of the office 6. Good external relationships with vendors and suppliers
<p>Selection Criteria - Essential</p>	<p>Required:</p> <ul style="list-style-type: none"> • Must be a committed evangelical Christian and an active, contributing member of a Bible-based local church • Capacity to uphold KCC's Code of Conduct, Statement of Faith and Christ-centred organisational culture

(knowledge, skills and experience)	<ul style="list-style-type: none"> • Minimum 2-3 years in administrative or events support role • Strong computer skills, including the Microsoft Office suite • Strong customer focus, as well as an ability to manage sensitive conversations or complaints with tact and confidentiality • Ability to work well under high pressure situations and to prioritise multiple deadlines • Ability to work independently and as a collaborative team member • Ability to learn new software and systems quickly • Flexibility and creativity in solving problems • Exceptional organisational skills and attention to detail • Excellent communication and interpersonal skills • Ability to work well with a wide range of people • Ability to multi task
Selection Criteria - Desirable	<p>Highly Desirable:</p> <ul style="list-style-type: none"> • Attendance of KCC conventions and ability to testify to the benefits in your Christian journey • Experience working with volunteers and/or not for profit organisations • Formal qualification in an Admin/Sales/Events oriented area • Understanding of the not-for-profit sector and Christian events • Proficient in the use of Salesforce and/or Xero • Calm and communicative, even when under pressure

Employee Name:	
Employee signature:	
Date:	

Hours of duty	<ul style="list-style-type: none"> • The basic expectation is 16 hours per week for this position. • Hours of duty vary according to work load <ul style="list-style-type: none"> ○ A 'normal' working day is 9am till 5.30pm with 30 minutes for lunch ○ These hours may vary as required ○ Weekend work may be required on occasion
Remuneration Package	<ul style="list-style-type: none"> • Probation: Six (6) month probation period will apply • Please note that the successful applicant will be required to complete a Police Criminal History Check, Prohibited Employment Declaration and a Working with Children Check prior to appointment