



Katoomba Christian Convention
"All One in Christ Jesus"

Role Statement

Role Title	Events Support & Administrative Assistant
Reports To	Manager – Conventions & Admin
Direct Reports	None
Primary Objectives of the Role	<p>The role of the Events Support & Administrative Assistant is to ensure the smooth running of the KCC head office, provide event support for each convention and the events team, and ensure a high level of customer service to KCC delegates, volunteers and other parties.</p> <p>This is a part-time, job-share position. It is based in KCC's office in Burwood, NSW with some work required at any of the events throughout the year in different locations.</p>
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>
Scope of Role	<p>KCC Reception & General Office Administration</p> <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>Key Relationships</p>	<p>Internal</p> <ol style="list-style-type: none"> 1. KCC Executive Director 2. KCC Manager – Conventions & Admin <p>External</p> <ol style="list-style-type: none"> 1. KCC Convention delegates 2. Volunteers 3. Suppliers and Contractors
<p>Key Result Areas</p>	<ol style="list-style-type: none"> 1. Meeting all deadlines set by the Events Manager 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>Skills</p>	<p>Essential:</p> <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



	<ul style="list-style-type: none">• Excellent communication and interpersonal skills• Ability to work well with a wide range of people• Ability to multi task Highly Desirable: <ul style="list-style-type: none">• 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
Personal Attributes	Essential: <ul style="list-style-type: none">• An evangelical Christian committed personally and professionally to the authority of the Bible as Scripture• Active contributing member of a Bible-based local church• Must agree with KCC Statement of Faith and Code of Conduct• The ability to relate to people across the Christian denominational spectrum• Committed to a high standard of Christian personal integrity in workplace relationships• Calm under pressure• Stamina• Self-motivated Highly Desirable: <ul style="list-style-type: none">• Attendance of KCC events and ability to testify to the benefits in your life
Hours of Duty	<ul style="list-style-type: none">• This is a job-share part-time position, 2 days a week (15.2 hours) based in the KCC Burwood office• Regular hours of work will be between 9:00am to 5:30pm• These hours may vary as required, with some weekend work required on occasion for events on location
Other Terms	This role is offered on the basis of a three (3) month probationary period. The successful applicant will be required to provide a Working with Children Check.

Employee Name:	
Employee Signature:	
Date:	

Manager Name:	
Manager Signature:	
Date:	