

## Position Description

### Team Administrative Assistant

**The Position:** The role of the Team Administrative Assistant is to provide support to the Catholic Religious Australia Secretariat team by undertaking a variety of administrative and communication works in order to ensure that all services provided by CRA is professional, positive, productive and collaborative, serving the mission and vision of CRA.

**Responsibilities:** The Team Administrative Assistant is accountable to the Director of Communications and Engagement for the following:

- Office Support:*
- Assist the efficient and smooth day-to-day operation of the CRA national office by:
    - taking responsibility for various communication and administrative tasks and providing support to CRA staff in their administrative needs
    - answering phone calls and emails to both members and non-members in a timely and professional manner
    - preparing documents, event flyers and PowerPoints, according to the style guide
    - organising meetings, minute-taking, preparing agendas, reports, and meeting papers
    - providing welcoming hospitality and catering
    - maintaining records management including on-going databases maintenance and archives
    - being responsible for the maintenance of multiple office calendars
    - recording office policies and procedures
    - ordering office supplies and equipment
    - attending to other tasks as directed or required from time to time
    - organising travel arrangements

- Member Services Support:*
- Communication with members using various methods
  - Ensure requests from members and their teams are responded to with promptness, courtesy and diligence
  - Assist with projects, including events and publications
  - Assist with updating information on the website including uploading documents, resizing and uploading images

**Events:**

- Supporting CRA events, both face-to-face, online and hybrid including communications, administration and hospitality

**Key Relationships:**

- National Executive Director
- Director of Communications and Engagement
- Staff of CRA
- President and Council of CRA
- Committees of CRA
- Leaders and members of Religious Institutes

**Criteria:**

- Proven track-record of high-quality administrative support
- High level skills in contemporary computer applications including Microsoft Office suite and databases especially relating to communications
- An understanding of the Catholic Church and CRA
- Alignment with the mission and values of CRA
- Values driven with excellent interpersonal skills
- Excellent organisational skills and the ability to manage multiple priorities and problem solve
- Excellent telephone and diary management skills
- Excellent communication skills and strong member-service and interpersonal skills
- High degree of accuracy and attention to detail
- A personal sense of warmth and welcoming

---

*CRA is committed to safeguarding children and adults at risk and has a zero-tolerance to abuse.*