

POSITION DESCRIPTION

<p>REPORTS TO The Chancellor</p>	<p>GRADE 3</p>
<p>DIOCESIAN OVERVIEW</p> <p>The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 5,200 staff across its parishes and agencies.</p> <p>Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.</p> <p>The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.</p>	
<p>VISION</p> <p>To live the joy of the Gospel and share it with the world.</p>	
<p>MISSION</p> <p>We are committed to serving all in the community so that they may experience life to the fullest.</p>	
<p>OUR VALUES</p> <p>Compassion Hope Integrity Justice Participation</p>	
<p>PRIMARY PURPOSE</p> <p>The Manager Bishop's Office reports to the Chancellor and manages all aspects of the Bishop's Office. This position will support, coordinate, and oversee all of the work tasks completed by the team in the Bishop's Office to ensure quality of work and deadlines are upheld to the highest standard. The team consists of about 8 individuals.</p> <p>During high workload times this position will ensure that the staff are adequately supported, and resources are distributed correctly.</p> <p>The Manager Bishop's Office must build and foster positive and collaborative relationships with key internal and external stakeholders to support the work of the Bishop. The Manager Bishop's Office holds a position of trust and will always exercise discretion, judgement, initiative, and confidentiality.</p>	

The incumbent commits to working within Work Health and Safety guidelines and Code of Conduct at all times whilst in the employ of the Catholic Diocese of Maitland-Newcastle.

KEY ACCOUNTABILITIES	KEY TASKS
Coordination of the administrative aspects of the Bishop's office	<ul style="list-style-type: none"> • Oversee and ensure the maintenance of records for the Bishop's office as required, in both digital and paper format, ensuring that records are up to date, secure and accessible. • Ensure the contacts and distribution databases including the directories and relevant pages on the diocesan website are maintained and updated. • Manage all incoming complaints and grievances received in the bishop's office and the progression of each matter to an appropriate point/person. • Organise regular team meetings to review the workings of the Bishop's Office. • Oversee the assistance provided for accommodation and transport requirements for visiting clergy, seminarians and overseas clergy as required. • Oversee the visa application process for overseas clergy and seminarians. • Oversee compliance of child protection for visiting clergy. • Oversee the compliance of the Continuing Professional Development program. • Prepare and manage the operating budget of the Bishop's Office. • Management of mnpeople system as relative to Bishop's Office. • Ensure the administration and support staff are adhering to all relevant policies and procedures. • Ensure that during times of heavy workload within the Bishop's office that the staff are adequately supported and assistance is provided to those that require it.
Vicars General and Chancellor	<ul style="list-style-type: none"> • Ensure tasks that are requested by the Vicars General and the Chancellor are completed in a timely and effective manner by administration and support staff.
Events and Functions	<ul style="list-style-type: none"> • Oversee arrangements of events for the Bishop's Office including invitations, catering, venue, and accommodation as required. • Liaise with suppliers and administer accounts ensuring that invoices or purchases are paid on time and provide correct budget cost items for all expenses.

Leadership	<ul style="list-style-type: none"> Onboarding and ongoing development of the Bishop's Office team. Assist and help lead staff management and development.
Customer Service	<ul style="list-style-type: none"> Provide excellent customer service to all staff who present to or contact the Bishop's Office. Effective interaction and engagement with people at all levels, internal and external stakeholders. Act professionally and ensure customer issues are dealt with promptly.
QUALIFICATIONS Essential <ul style="list-style-type: none"> Commitment to the life and the teachings of the church, expressed through participation in a parish or community. Business Administration Diploma or Certificate IV or equivalent. Minimum 5 years' experience in an executive support role. 	
SKILLS AND EXPERIENCE <ul style="list-style-type: none"> A capacity to understand, promote and model the Catholic mission of the Diocese of Maitland-Newcastle. High level of communication and interpersonal skills, both oral and written, and an ability to build relationships with a variety of stakeholders including Priests, Parishes, Heads of Agencies and other diocesan staff. Exceptional organisational and time management skills. Flexibility and willingness to adapt to changed timelines, deadlines and significant events. Demonstrated ability to maintain a high level of confidentiality. High level of proficiency in use of common office computer applications e.g Office 365, Electronic Document Records Management System (HPE Content Manager) etc. 	
KEY RELATIONSHIPS	
INTERNAL	EXTERNAL
Bishop, Vicars General, Chancellor, Executive Assistant to Bishop, Administration Assistant and Support Officer Bishop's Office	Parishioners
Trustees, Council of Priests, College of Consultants	Other Catholic agencies
Clergy	The Community
Diocesan Managers and employees	
Diocesan Leadership Group	
LEGISLATIVE AND RISK REQUIREMENTS	
Occupants must: <ul style="list-style-type: none"> Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle. 	

- Report, as soon as practicable to the Head of People and Culture, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Position Description Last Reviewed	Next Review is due on
October 2023	October 2024