

Position Description

Team Administrative Assistant (0.8FTE)

- The Position:** The role of the Team Administrative Assistant is to provide support to the Director of Engagement and Catholic Religious Australia Secretariat team by undertaking a variety of administrative and communication works ensuring that all services provided by CRA are professional, positive, productive and collaborative, serving the mission and vision of CRA, and aligning with its values.
- Responsibilities:** The Team Administrative Assistant is accountable to the Director of Engagement (DE) 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 the CRA staff in their administrative tasks
 - answering phone calls and emails to both members and non-members in a timely and professional manner
 - preparing documents, event flyers, digital communications, PowerPoints, and collateral consistent with the CRA style guide
 - organising meetings, minute-taking, preparing agendas, reports, and meeting papers as requested
 - managing the website, including updating information, uploading documents, resizing and uploading images in liaison with the Executive Administrator
 - providing welcoming hospitality and catering
 - maintaining records management including database maintenance and archives in liaison with the Executive Administrator
 - being responsible for the maintenance of multiple office calendars
 - recording office policies and procedures
 - being responsible for office supplies and equipment
 - organising travel arrangements as requested
 - taking responsibility for multiple mailouts throughout the year
 - attending to other tasks as directed or required from time to time
- 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 publications
- Events:**
 - Supporting CRA events, both face-to-face, online and hybrid including communications, administration and hospitality
- Key Relationships:**
 - National Executive Director
 - Director of Engagement
 - Executive Administrator
 - Staff of CRA
- Associated Relationships**
 - 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 digital technology, 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
 - Ability to take initiative and react appropriately to unexpected problems that may arise
 - 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
- Performance**
 - Successful performance of key role responsibilities
- Measures:**
 - Achievement of the agreed objectives of any work plans
 - Service levels and satisfaction levels expressed by key stakeholders related to role and the collective performance of CRA.

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