

POSITION DESCRIPTION (PD) FOR Diocesan Administrative Assistant

All employees/workers within Catholic Mission must have a position description.

Position Title (Generic):	Assistant	Position Title (Specific):	Diocesan Administrative Assistant
Reporting to:	Province Director QLD	Direct Reports:	None
Position Location:	Diocese BRISBANE	Position Code:	DAA-PT
Full Time Equivalent (FTE):	22.5hpw=0.6FTE	Date:	4/08/2026
Financial Authority:	✓ Authority level to \$0.00 ✓ Credit card to monthly cap of \$0.00pm	Rem Code:	BC
		Rem Steps:	From: S05 To: S12
		Award	No Award - ACBC guidelines
About Catholic Mission	Catholic Mission is the Pope’s international mission agency in Australia. We partner with communities, helping them to flourish by supporting grassroots projects, including healthcare, education, and faith formation, and being an active voice for human rights. For over 100 years in Australia, and 200 years as a global network, we have provided crucial funding and project support to communities most in need across Africa and the Middle East, Asia, the Pacific, and the Americas.		
Purpose of Role	This position exists within the Diocesan Support Office of CM within the Archdiocese of Brisbane. The key responsibilities of this role include: - Monitoring and processing the day-to-day finances and administrative tasks of the CM office in Brisbane. - Coordinating the CM parish appeals program in the Brisbane Archdiocese. - Assisting the Province Director (PD) of the Archdiocese of Brisbane (DD) in the pastoral care of CM supporters. - Providing administrative support for CM events as and when required. - Providing administrative support to the Diocesan Directors across Queensland on an ad hoc basis. - Complying with CM work, health and safety measures and standards. - Complying with CM’s <i>Safeguarding of Children and Vulnerable Adults</i> policy and code of conduct.		
Primary Duties & Key Performance Indicators (KPIs)			
Key Responsibility Areas – Expected End Results		Key Performance Indicators (KPIs) – Measures of Success	
1. Monitor and process the day-to-day finances and administrative tasks of the CM office in Brisbane.		- Office financial and administrative tasks up-to-date and completed in time. - The safe and efficient banking of CM cash and cheque donations. - All office financial records are up-to-date and compliant with ATO regulations as well as national office and independent auditing requirements. - All office expenses are paid and accounted for and compliant with national office procedures. - All CM office assets in Brisbane are monitored and maintained and the assets register annually updated. - Compliance of parishes with the proper and efficient processing of parish appeal donations; this may require training of parish personnel). - All donor information is up-to-date and correct on the Salesforce Customer Relationship Management (CRM) database.	

2. Coordinate an effective <i>Parish Appeals Program</i> for the CM Office for the Archdiocese of Brisbane.	- Strong and positive relationships established with parish secretaries and parish priests. - All parishes are followed up with regards to the DD email/letter regarding a weekend date for CM Appeal with the expectation that 100% of parishes within the Archdiocese of Brisbane are committed to a weekend date for a CM Appeal by October each year. - Liaise and confirm with the DD the assignment of Parish Appeal speakers in a timely manner. - CM appeal speakers have received materials and resources prior to the date at which they are scheduled to make an appeal. - Positive feedback is received from the parishes regarding the presentations made by our appeal speakers. - Parish bulletins and appeals e-resources are sent out to parishes 2 weeks prior to each weekend appeal. - Parish Kits are delivered to each Parish within 2 days of the weekend appeal. - Thank you messages to each parish are sent out within 2 weeks post appeal.
3. Assist the PD of the Archdiocese of Brisbane in the pastoral care of CM supporters.	Positive long-term supporter relations are established.
4. Provide administrative support for CM events as and when required.	Efficient processing of event proceeds and data for event evaluations.
5. Comply with CM work, health and safety measures and standards.	- Safe work practices are observed in accordance with training and instruction given. - Risks/hazards are identified and reported where appropriate, in order to eliminate or prevent the risk recurring.
6. Comply with CM's <i>Safeguarding of Children and Vulnerable Adults</i> policy and code of conduct.	- The policy and code of conduct is observed and adhered to at all times. - Breaches are identified and reported where appropriate, in order to eliminate or prevent the abuse of children and/ or vulnerable people.

Challenges of the Position

- Dealing with a vast variety and array of parishes across the Archdiocese of Brisbane with varying support structures, cultures personalities and capacities.
- Coordinating the delivery of parish materials and appeal results follow-up within parish office hours which are all different and constantly changing.
- The workload for this position has seasonal variations and the event support role adds further workload variables.

Person Specification

Essential	Knowledge	Desirable	Knowledge
	- Demonstrated understanding of, and commitment to, Catholic principles, values and global mission. - Knowledge and understanding of relationship-based fundraising. - Knowledge of Customer Relationship Management (CRM) databases, ideally Salesforce.		An understanding of the structure of the Church.
Essential	Experience	Desirable	Experience
	1-2 years experience in an office administration role.		1-2 years experience in church administration. 1-2 years experience in CRM administration. - Experience in the not-for-profit sector. - Experience in parish life.

Essential	Skills • Excellent communication skills: written, verbal and active listening. • Ability to work calmly under pressure. • Excellent organisational and time-management skills. • High level of competency in use of computer applications, such as MS-suite of products (Word, Excel and Powerpoint) and use of email.	Desirable	Skills • Exposure to database management applications, such as: Salesforce CRM; UBW or Unit4 Enterprise Resources Planning (ERP) system. • Competency in use of Salesforce CRM. • Volunteer supervision.
Characteristics	• Enthusiastic, resilient, adaptable, patient, tenacious, energetic, resourceful, pragmatic and pastoral. • Team player with the ability to collaborate with others. • Learning mindset. • Self-motivated and works autonomously, using initiative when required, with a disciplined and determined approach.		
Other	✓ All applicants must be eligible to work within Australia. ✓ A Criminal History Check is required for this position. ✓ A Working with Children Check is required for this position. ✓ Appointment to a permanent position is subject to successful completion of a probationary period of six (6) months and, in accordance with CM Statutes, if the probation is successfully completed will become a permanent role. ✓ Two referees are required from previous direct Supervisors. ✓ Commitment to CM’s agency requirements, including attendance at staff and management meetings; completion of all finance and operational reporting requirements as per CM’s policies and/or line manager’s directive, adherence to program, HR and Finance policies and procedures. ✓ You will receive a Mobile Phone Allowance of \$195.00pa.		
Key Stakeholders/Relationships			
Internal	• Province Director Brisbane • Diocesan Director Townsville • Diocesan Director Rockhampton • Diocesan Director Cairns • Parish Appeals Coordinator • Youth & Schools Engagement Coordinator • Philanthropy Officer • Trusts and Foundations Officer • Finance Team • Supporter Engagement & Retention Team • CM Parish Appeal Speak and Office Volunteers	External	• Parish Priests • Parish Secretaries • Supporters • Brisbane Archdiocesan Finance Office • Brisbane Cathedral Office • Commonwealth Bank • Australia Post • Stationery and Computer Suppliers • Pastoral Centre Staff and Agencies
PREPARED BY		REVIEWED BY	
Name	Sharon Messina	Name	Martin Lewis
Position Title	Human Resources Director	Position Title	Province Director QLD
Date	4/08/2026	Date	4/08/2026
AUTHORISATION			
Name	Peter Gates		
Position Title	National Director		
Date	4/08/2026		