



Volunteer Activity Statement	
Job Title:	Administration & Event Assistant
Department:	Community Engagement
Supervisor:	Andy Coller, Church Relationship Coordinator QLD
Coordinator:	Shelley Taylor, Volunteer Program Coordinator
Purpose:	To provide support, administration and event assistance for Baptist World Aid Australia's Church Relationship Coordinator in Queensland.
Hours per Week:	1-2 days per week, on an ongoing basis (6 month minimum commitment). Actual day/s and hours by negotiation.
Location:	QLD Office, QLD Baptist Centre, 53 Prospect Rd, Gaythorne
Main Activities	
<ul style="list-style-type: none"> ▪ Provide support and administration assistance for the Church Relationship Coordinator QLD. ▪ Contact supporters by phone to thank them for their support and complete any gaps in their records (e.g. what church they go, their email address). ▪ Assist with updating and maintaining the Customer Relationship Management Database, following the correct processes for recording what has occurred on the database. ▪ Discuss any queries that may arise in conversation with supporters, respond to these as you are able, and/or forward queries on to the appropriate staff person. ▪ Assist with organising events for supporters. ▪ Assist with promoting Baptist World Aid Australia at weekend events (3-4 times per year). ▪ Engage in training and seek to be up to date on Baptist World Aid Australia's campaigns and pledges. <p>OTHER</p> <ul style="list-style-type: none"> ▪ Assist with other related administrative tasks where needed as agreed in consultation with staff. 	
Selection Criteria	
<p>Essential</p> <ul style="list-style-type: none"> ▪ Demonstrated warm, clear and effective phone manner ▪ Excellent written and spoken English communication skills ▪ Strong people liaison and relationship skills ▪ Accuracy and high attention to detail 	

- Demonstrated computer skills including Microsoft Office (basic Word, Excel and data entry skills)
- Demonstrated administration skills
- Demonstrated initiative and problem solving skills
- Ability to work independently without direct supervision
- Demonstrated ability to work co-operatively in a team environment
- Ability to maintain confidentiality as appropriate
- Strong commitment to Baptist World Aid Australia’s Vision, Mission and Mandate

Desirable

- Experience with working with databases or Customer Relationship Management systems.
- Understanding of Christian principles in development.
- Willing to assist with other administration tasks where needed.

General Notes

Continuous Improvement and Best Practice

As a volunteer of Baptist World Aid Australia, which has a core value of being “committed to excellence and quality by being a creative and learning organisation”, you will be able to participate in any continuous improvement exercises and seek best practice in fulfilling your role.

You will be required to become familiar with and follow Baptist World Aid Australia’s policies and procedures for volunteers. You will also have the opportunity to contribute to the ongoing development and improvement of Baptist World Aid Australia’s policies and practices.

Training

- Initial training will be provided by your supervisor, as well as ongoing training and support where needed.

Trial Period and Check In

- A trial period of 3 months will be in place to enable both volunteers and staff to evaluate the suitability of the role and make adjustments as needed.
- After 4 weeks there will be a “check in” to consider the suitability of the role and make adjustments as needed.

Evaluation

- Volunteers will have an Annual Support and Feedback meeting or phone conversation with Shelley Taylor, the Volunteer Program Coordinator. This will be a chance to give and receive feedback and encouragement on your work, as well as an opportunity to formally discuss your role. Ongoing informal support and feedback is also provided by staff and is available as needed.

Resources

- A workstation will be provided along with all other equipment required to complete tasks assigned to you.

Volunteer Support

- Training – initial and ongoing
- Ongoing informal support and feedback as needed
- Volunteer Program Coordinator

- Annual Support and Feedback Meeting
- Fellow volunteers
- Staff members
- Baptist World Aid Australia Chaplains
- Regular communication by way of monthly newsletter

Occupational Health and Safety and Equal Employment Opportunity:

It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions.

You shall also cooperate in implementing Occupational Health and Safety legislation and standards.

You are also accountable and responsible for complying with all Baptist World Aid Australia policies and procedures designed to eliminate discrimination in the workplace.

Child Safe Organisation:

Baptist World Aid Australia is a child safe organisation and all employees and volunteers are required to read and understand our child protection policy, and in addition, sign and abide by our child safe code of conduct.

All employees are required to provide authorisation for a National Criminal History check and a Working with Children Prohibited Employment Declaration.

How to Apply:

Applicants must address the Selection Criteria and demonstrate their capacity to fulfil the Main Activities of this position.

Applications should be sent to:
 Shelley Taylor
 Volunteer Program Coordinator
 Baptist World Aid Australia
 Locked Bag 122
 Frenchs Forest NSW 2086
 Email: shelley.taylor@baptistworldaid.org.au
 Phone: 02 9921 3307