

JOB DESCRIPTION



Position:	Administrative Assistant
Status:	Part-time
Employer:	Seventh-day Adventist Church (SPD) Limited
Department/Service:	Adventist Technology
Reports to:	Director, Technology Operations and Strategy
Location:	148 Fox Valley Road, Wahroonga NSW 2076
Date Revised:	13 th May 2025

Organisation Environment:

The South Pacific Division (SPD) of the Seventh-day Adventist Church office is the administrative headquarters for Australia, New Zealand, and most of the South Pacific Island nations. The focus of this office as a Christian organisation is to be a catalyst for a disciple making movement that enables people to follow Jesus Christ, obey His commands together, and continue to multiply and serve the community.

Mission:

Make disciples of Jesus Christ who live as His loving witnesses and proclaim to all people the everlasting gospel of the Three Angels' Messages in preparation for His soon return. (Matthew 28:18-20, Acts 1:8, Revelation 14:6-12)

Vision:

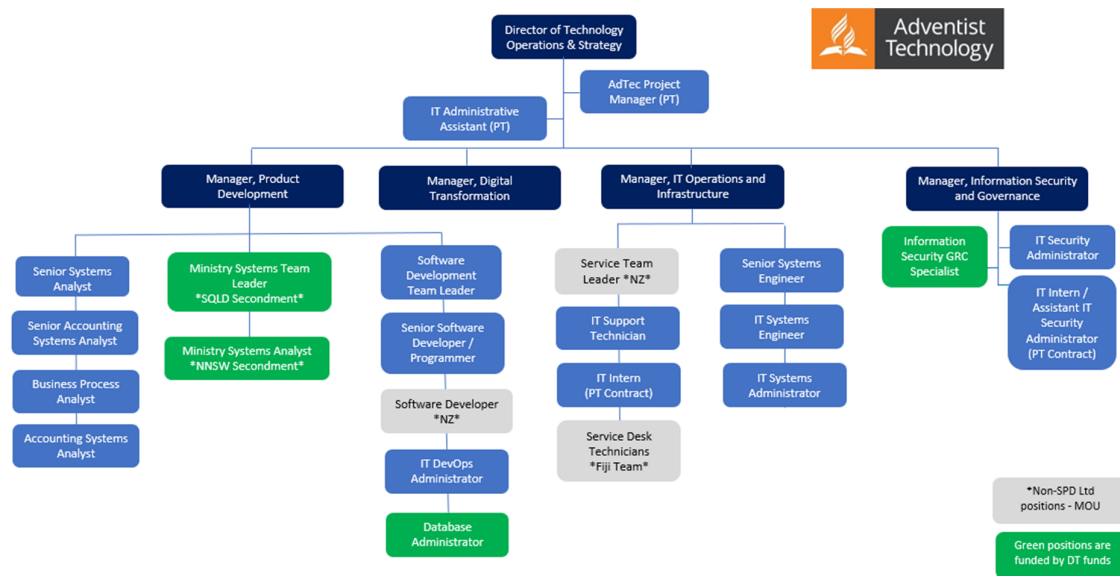
A thriving Adventist movement living our hope in Jesus and transforming the Pacific.

Purpose:

To inspire hope and wholeness of life in our communities.

Adventist Technology (AdTec) is an internal managed service provider to many of the entities within the Seventh-day Adventist Church group across the South Pacific region. AdTec hosts and supports services ranging from core business functions like accounting and payroll, through to aged care services like resident management, and education services like learning management and student records. Adventist Technology also drives innovation and develops custom software to support the needs of their customers while promoting a high sense of information and cyber security resilience.

- This role reports to the Director, Technology Operations and Strategy with indirect reporting to the AdTec Managers.
- Appointed by the Seventh-day Adventist Church (SPD) Limited.
- Term is part-time (up to 24 hours per week) dependent upon ongoing satisfactory performance and the availability of ongoing work.
- This position is covered by the South Pacific Division Enterprise Agreement 2023.



Primary Objective:

The IT Administrative Assistant facilitates a productive office through the efficient processing of enquiries, documentation, scheduling appointments, assisting with meetings, events, and projects, and other office administrative support functions. The role will also provide administrative support functions to the AdTec management team as required.

Key Accountabilities:

General Functions:

1. Handle internal and external inquiries with professionalism, timeliness and courteous care.
2. Maintain an efficient record-keeping system, ensuring prompt and accurate filing of documents and correspondence as guided by the SPD Office.
3. Coordinate and arrange meetings/conferences/events for AdTec as requested including but not limited to:
 - a. Reservation and preparation of facilities,
 - b. Co-ordination and liaising with property / facility managers / catering,
 - c. Assist with preparation/distribution of agenda and supporting material,
 - d. Record minutes of meetings as required,
 - e. Coordinate editing and distribution of minutes and attachments,
 - f. Assist with travel planning and ticketing; and
 - g. any other matters as required in relation to the event.
4. Order and maintain office supplies as required for the department.
5. Assist with SPD reception relief on a rostered basis.
6. Other office support and administrative duties as requested by the Director of Technology Operations and Strategy and AdTec Managers.

Specific Functions:

7. Assist with the common IT end-user support questions as able.
8. Assist in the maintenance of Knowledge Base for frequent support questions.
9. Assist with the preparation and editing of department documentation as requested by the Adventist Technology team leaders and managers.

10. In consultation with the IT Project Manager, liaise with SPD Treasury on orders, charges and invoices.
11. Process IT purchase orders including submitting orders, ensuring purchased items arrive, and the related paperwork filed.
12. Assist with the completion of monthly expense claims for IT staff relating to IT budget expenses.
13. Communicate with vendors regarding orders and contracts in order to foster good relationships.
14. Assist in processing domain name registration renewals.
15. Edit and distribute IT newsletters, tips, tricks and general communications.
16. Collate and disperse user guides, procedures, policies, lists and newsletters appropriate to Adventist Technology customers for IT matters.
17. Undertake routine monitoring tasks relating to backups and operations environment conditions as assigned by the IT leadership.
18. Assist with Security incidents by following up with customers to gather additional information or share with them common steps to reduce security risks.
19. Assist with travel planning and ticketing for IT team in line with SPD Office protocols.
20. Assist with the planning, organising and running of IT related events such as conferences and meetings.

Key Communications:

Contact/Organisation	Purpose and Frequency
Internal	
Director, Technology Operations and Strategy	<ul style="list-style-type: none"> Escalate issues, advise and receive instructions Triage and prioritise tasks Make recommendations for changes and improvements to policy and practice
AdTec Managers	<ul style="list-style-type: none"> Explore opportunities for providing administrative support
Work Team	<ul style="list-style-type: none"> Participate in meetings to represent work group perspective and share information. Work collaboratively to contribute to achieving organisation's goals
Technology Customers	<ul style="list-style-type: none"> Manage expectations, resolve issues and provide solutions to problems Guide, inform and educate users regarding relevant practices and processes
External	
Industry Experts / Suppliers / Vendors	<ul style="list-style-type: none"> Monitor industry trends and directions Processing of orders and planning events Participate in industry events from time to time

Key Challenges:

1. Getting a job done without always having precise instructions:
 - ✓ Able to go above and beyond a task that is given
 - ✓ Identify extra elements in a task that are not explicit but will enhance the outcome
2. Ability to cope with multiple tasks and reasonable demands at any one time and producing relevant information in the required timeframe.

3. Customer service – ability to deal with irate customers and leave them feeling heard and having received exemplary service.
4. Accuracy and quality of work to consistently produce high quality work with minimal errors.

Decision Making:

This role is a support position that ensures manager and customer needs are met each day. It will include analysing and resolving manager, user and system problems and working with the team to make decisions on the best course of action in each situation.

Requirements, Knowledge, Skills and Experience:

Essential:

1. Must be a practising, baptised member of the Seventh-day Adventist Church with a strong commitment to its mission. This would incorporate an active relationship with Jesus Christ characterised by a deep desire for worship and service to God.
2. Have or be eligible to hold the appropriate Seventh-day Adventist Church licence/credential.
3. Appropriate secretarial/office administrative support qualifications.
4. Minimum 2 years' experience in office administrative support or similar, ideally within an IT environment.
5. Self-motivated with a high level of initiative and the ability to be an excellent team facilitator.
6. Excellent verbal and written communication skills.
7. Ability to multi-task and prioritise with excellent time management skills.
8. Well-developed people skills with the ability to connect and relate to people from diverse backgrounds.
9. Keen attention to detail.
10. A working knowledge of information technology and computer related issues.
11. High level of customer service skills.
12. Intermediate to advanced level of computer literacy and competency with Microsoft windows environment.

Preferred:

1. Maintain confidentiality and professional discretion.
2. Ability to prepare presentations and reports.
3. Aptitude in cross-cultural interactions.
4. Working knowledge of the Seventh-day Adventist Church structure throughout the South Pacific Division.

Physical Requirements:

This job will require a certain degree of physical activity, including some standing, walking, bending, kneeling, lifting and carrying of light items etc.

Required Computer Competency Level:

	High	Medium	Low	Nil
MS Outlook	_____			
MS Word	_____			
MS Excel		_____		
MS Power Point		_____		
Lotus Notes		_____		

Social Media Platforms				
Creative Software				
Internet/Websites				
Convene				
Other				

Behavioural Competencies:

In conjunction with the Competency Framework factsheets, the incumbent is expected to demonstrate the following competencies:

- **Relating and Networking (3.1)** - Establishes good relationships with colleagues; builds wide and effective networks.
- **Writing and Reporting (4.1)** - Writes clearly, succinctly and correctly; writes convincingly in an engaging and expressive manner.
- **Following Instructions and Procedures (6.3)** - Follows procedures and policies; keeps to schedules; arrives punctually for work and meetings.

Workplace Health and Safety:

As an employee of the South Pacific Division you are required to:

1. Carry out your duties in a manner which does not adversely affect your own health and safety or that of others;
2. Cooperate with measures introduced in the interests of work health and safety (WHS);
3. Undertake relevant training provided in relation to WHS;
4. Immediately report all matters which may affect workplace health and safety to your supervisor;
5. Correctly use any information, training, personal protective equipment and safety devices provided;
6. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons;
7. Undertake only those tasks for which you have authorisation and/or the necessary training, and for which all necessary safety arrangements are in place; and
8. Cooperate with arrangements made to assist the return-to-work of ill or injured staff.

Confirmation:

Name of the incumbent: _____

Date of commencement in position: _____