



Position Description

Administration Assistant to leader Marriage & Family Life Desk

Reports to	Leader Marriage & Family
Organisation	Catholic Diocese of Auckland
Relationships	Members to the PSG Team, Leader Pastoral Services Group; Diocesan Staff; Parish Staff; Vicar for Marriages; Marriage Educators, Couples.
Status	Part time – 16 hours per week
Date reviewed	July 2024

Position overview

To provide full administration support to the Leader of Marriage & Family Life desk.

Key Accountabilities

Mission, Vision & Values	<ul style="list-style-type: none"> • Integrate the Catholic Diocese Auckland purpose, priorities, staff values and our way of working into work practices and relationships • Model behaviour in line with the Diocese purpose, priorities, staff values and our way of working
To manage and maintain the course booking system.	<ul style="list-style-type: none"> • Manage the booking system back and front - end to ensure full use and capacity are maintained • Monitor couples’ daily activities assisting them where necessary • Use data to: <ul style="list-style-type: none"> ○ Liaise with marriage educators ○ Input data and extract reports as required ○ Be meticulous when formatting data for marriage educators ○ Predicts outcomes and need • Has exceptional IT and communication skills <ul style="list-style-type: none"> ○ Market our courses in a modern engaging creative way reflecting the different age groups of our couples through social media etc platforms ○ Ability to update and maintain all aspects of the webpage making booking easy for our couples ○ Be flexible in their ability to change direction and thinking quickly ○ Uses visual technology to get the message across to our couples



	<ul style="list-style-type: none"> ○ Has ability to design features to keep the ministry modern and engaging ○ Is aware of the importance of confidentiality in dealing with couples personal and sometimes sensitive information. ○ Abides and is discrete with the NZ law relating to privacy, copyright, intellectual property rights and confidentiality ○ Ordering and maintaining stock ○ Organising equipment and resources for marriage educators ○ Build relationships with appropriate people associated with Marriage & Family Life. ○ Excellent telephone manner ad a customer services focus that engages with couples and helps them navigate the booking system ○ Patient when dealing with our couples and marriage educators ○ Has excellent skills in Word, Excel spreadsheets, Google Docs etc formats
<p>To give general administration support to the Leader Marriage & Family Life.</p>	<ul style="list-style-type: none"> ● Maintain up-to-date marriage educator lists. ● Social media and website content is regularly updated. ● Have excellent telephone engaging manner with a strong customer services focus ● Respond to requests as made for particular events or initiatives. <ul style="list-style-type: none"> ○ Venue set up and down ○ Liaising with Marriage Educators to collect the resources and individualise their resource requirements ○ Occasional catering organization and hosting ○ Organising resources for the Marriage Educators so that nothing is forgotten, and the classes run smoothly and efficiently. Attention to detail is essential. ○ Marriage Educators are fully supported with paperwork and data that assists them to facilitate easily and efficiently ○ Works efficiently and goes the extra mile ○ Displays a helpful, non-judgmental attitude ○ Works closely with the Ministry Leader and assists them in any area of administration that needs doing
<p>Health and Safety As an employee you are responsible for taking care of your own health and safety, and for the health and safety of other</p>	<ul style="list-style-type: none"> ● Complying with CDA’s health and safety policies, procedures, rules and guidelines in a safe and responsible manner that will not place at risk your own health and safety, or that of any other person in the workplace. ● Contributing when consulted on workplace health and safety responsibilities and policies, and also providing feedback and suggestions to promote continuous improvement of health and safety procedures relating to CDA’s work/environment ● Reporting all injuries, incidents and hazards to the appropriate person in a timely manner and early reporting of any pain or discomfort.



<p>persons who may be affected by your actions or non-action. Therefore you are responsible for:</p>	<ul style="list-style-type: none"> • In the case of injury or illness, you must take an active role in the company treatment and rehabilitation plan, to ensure an “early and durable return to work” • Support your managers as required to meet their requirements of the health and safety responsibilities and policies • At all times demonstrate the best health and safety behaviour to support a positive health and safety culture.
--	---

NOTE:

This position description is a broad outline of roles and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the Marriage and Family Life Leader, to accommodate the operational needs of the Ministry.

Areas of Critical Success

The Administration Assistant to the Leader Marriage & Family is expected to ensure that:

- Evidence of language, behaviour and attitudes towards all people are consistent with the Catholic Diocese Auckland purpose, priorities, staff values and our way of working.
- Articulates and role models the values.
- Decision making process includes values and reflects diocesan purpose.
- Contact lists are maintained accurately.
- Has an attention to detail attitude that is displayed in every aspect of performance
- Works to deadlines and is very organized
- Liaises with marriage educators in a timely and accurate way producing data that they require
- Social media and website content is maintained and is timely and engaging.
- Has an inquiring intuitive thinking perspective and is open to change and development
- Has a strong mature work ethic and demonstrates this by going the extra mile, is dedicated and dependable.
- Booking system is independently and accurately maintained.
- Resources and materials are maintained and easily accessible.
- High level of customer services is maintained.
- Events and initiatives are welcoming and run smoothly and nothing is forgotten.
- Documentation and recording of payments are accurate.
- Relates well to marriage educators and supports their needs to facilitate well.



Person Specification

Competencies/skills

- IT Competency – Word, Excel, WordPress, Free Source design e.g. Canva, Facebook, Instagram, can stage and deliver high quality videos to illustrate a message
- Excellent English verbal and written communication skills
- Able to prioritize work and manage time, including meeting tight deadlines
- Self-motivated and enthusiastic about working collaboratively
- Good telephone customer service focus
- Has a Marketing focus and is a creative thinker
- Necessity to work flexible hours including evenings / weekends.
- Strong work ethic, reliable goes the extra mile, hard worker
- Meticulous when collecting data and formatting it.
- Excellent administrative skills is very organized and focused
- Attention to detail in all aspects of work and delivery

Personal attributes

- Able to work individually and collaboratively in a team and across teams
- Understanding of the bi-cultural commitment of the Diocese
- Appreciation of the cultural diversity of the Diocese
- Has excellent communication skills and gets on with people
- Can work under own initiative, is creative, enthusiastic and have a can-do approach to work
- Is efficient, accurate and organised
- Has a strong work ethic and is reliable
- Has strong emotional intelligence, has a calm happy disposition and a great sense of humour, who works well with deadlines and can manage their stress easily
- Is non-judgemental and inclusive, accepting of all peoples, religious, cultural and personal circumstances
- Able to relate confidently and well with peers, Parish priests, marriage educators and couples
- An understanding and empathy with the ethos of the Roman Catholic Church.

