



Position Description

Head of Pastoral Services

Reports to	Bishop/Diocesan General Manager
Organisation	Catholic Diocese of Auckland
Direct Reports	8 - Manager Ministries to Young People, Team Leader Religious Education Team, Coordinator Evangelisation, Coordinator Marriage & Family, Coordinator Liturgy, Deaf Pastoral Workers; PST Administrator
Relationships	Bishop, Diocesan HOD Team, Parish Priests, Leaders in parishes, Diocesan Staff and Organisations, Diocesan Pastoral Council, Ethnic Chaplaincies, Commission for Ecumenism and Interfaith Relationships
Authorities	Appointment of Pastoral Services Team staff within agreed budget and with Diocesan employment policies and processes. Effect expenditure within budget levels
Date reviewed	March 2026

Primary Purpose

The purpose of the position is to support the Bishop to achieve his pastoral priorities, to respond to Jesus Christ's call to make disciples and The Church's call to evangelisation.

Jesus said, 'I am the good shepherd: the good shepherd is one who lays down his life for his sheep. I know my own and my own know me, just as the Father knows me and I know the Father; and I lay down my life for my sheep. I have come so that they may have life and have it to the full.' (John 10:11,14,10)

Pastoral ministry in the Diocese is rooted in the life and mission of Jesus Christ, the Good Shepherd, a gift and task given to all believers in their baptism. The Head of the Pastoral Services Team shares in the Church's pastoral responsibility to nurture, accompany, and form the People of God, so that every person may encounter Christ and grow in faith, hope, and love.

Pastoral service therefore flows from a theology of communion, that has its heart in the Holy Trinity that flows through. the dignity and vocation of every baptised person. Together as laity and clergy, all the baptised work to foster a co-responsible, synodal Church that engages lives the mission entrusted to us by Jesus the Good Shepherd. The Head of the Pastoral Services Team supports the team and builds up structures and ministries that provide formation to enable the faithful to live their baptismal call through worship, witness, and service.



Grounded in Scripture, sustained by the Sacraments, and faithful to the teaching of the Church, the Head of the Pastoral Services Team works to nurture communities of faith that are welcoming, prayerful, and mission oriented. In all things, Pastoral Services aims to build up the Body of Christ in the Diocese of Auckland, so that the Church may more deeply become what she is called to be: a sacrament of God’s love and salvation for the world.

Position overview

To provide effective leadership and co-ordination of the Pastoral Services Team (PST):

1. To lead the Team in the provision of pastoral services to Parishes and communities, informed by the discerned needs of those groups and in light of Bishop’s strategic plan.
2. To develop a comprehensive engagement strategy with Parishes and Communities to ensure clarity on their needs and therefore the support that can be provided to these groups.
3. To develop and co-ordinate the staff and resources of the Team so that these services are relevant and delivered cohesively, efficiently and effectively.

Key Accountabilities

Church Mission	<ul style="list-style-type: none"> • Integrate the Catholic Diocese of Auckland mission and values into work practices and relationships • Model behaviour in line with the Diocese Mission and Values
Strategy	<ul style="list-style-type: none"> • Providing strategic shape and implementing the Bishop’s strategic plan for pastoral services (mission and evangelisation), aligning with the Diocese, Parishes and Communities overall goals and the teachings of the Catholic Church. • Strengthen the parish-facing orientation of Pastoral Services by ensuring all work is clearly aligned to parish needs and delivers high-impact, practical support to parishes and clergy. This includes: <ul style="list-style-type: none"> ○ Proactively engaging with parishes to understand their pastoral, operational, and strategic needs, ensuring the PST’s services are visible, relevant, and well understood. ○ Prioritising and delivering targeted initiatives that directly empower parishes and enhance pastoral effectiveness. ○ Improving communication pathways, including collaborating closely with the Bishop’s Office to increase reach, clarity, and parish engagement with PST activities. ○ Evaluating and refining service offerings to ensure they remain parish-centred, accessible, and responsive to emerging needs. • Collaborate with Diocese, Parish and Community leadership to integrate pastoral services initiatives into plans. • Identify Diocesan pastoral vision and needs and translate into strategic pastoral goals. • Ensure the pastoral strategy/plan is effectively communicated and promoted across Parishes, communities, Diocesan agencies and departments.



	<ul style="list-style-type: none"> • Individual department objectives are prepared and include specific responsibilities of the Bishop’s strategic plan.
<p>Leadership/People Management</p>	<ul style="list-style-type: none"> • Provide effective leadership to implement the adoption of the Bishops strategic Plan across Parishes, communities, Diocesan agencies and departments. • Lead the redesign of the PST to ensure a cohesive, collaborative, and fit-for-purpose organisational structure. This includes addressing inconsistencies in collaboration across the PST, reducing structural reliance on personal relationships, and implementing an operating model that enables stronger cross-team alignment. • Lead and develop a positive and collaborative high performing culture within the departments of the Pastoral Services Team to ensure effective delivery of priorities, goals and services of the pastoral services team are met. • Lead, develop and affirm the Pastoral Services Team department Leaders and encourage individuals to grow and achieve their potential. • Manage service delivery and outputs of direct reports. • Provide support to the Bishop’s spiritual leadership in nurturing an authentic sense of belonging to The Church and community. • Foster a synodal way of working in parishes and chaplaincies and model this in your leadership.
<p>Evangelisation</p>	<ul style="list-style-type: none"> • Recommend, develop and coordinate evangelisation programs to reach out to both active and inactive parishioners, fostering a sense of belonging and engagement. • Collaborate with team to support and provide resources to Parishes and Communities for prayer, liturgy, devotions, contemplative practices and worship. • Collaborate and assist with theological teaching in the subject and practice of evangelisation across the Diocese, at various forums, Parish Pastoral Councils, Clergy assemblies, workshops and staff reflection days, via courses, presentations and Diocesan publications including social media.



<p>Engagement</p>	<ul style="list-style-type: none"> • To develop a comprehensive engagement strategy with Parishes and Communities to ensure clarity on their needs and therefore the support that can be provided to these groups. • Ensure effective engagement is maintained and strengthened between the whole Pastoral Services Team and Parishes and communities of the Auckland Diocese, Council of Priests and Deaneries and to provide services and support. • Build relationships within Diocesan community and beyond, promoting a culture of hospitality and outreach. • Support the Bishop in his collaboration with ecumenical communities to encourage pastoral and synodal principles. • Ensure effective communication is maintained between Parishes/Communities and the Diocese by way of weekly parish communication. • Work effectively with the Bishop – clear, honest and regular communication, mutual trust and capacity to support and advance the Bishops Pastoral Mission.
<p>Parish and Pastoral Services Advisory groups</p>	<ul style="list-style-type: none"> • Ensure positive relationships are maintained with Pastoral Services Team advisory groups: <ul style="list-style-type: none"> ➢ Diocesan Pastoral Council – act as Executive Secretary, facilitate meetings. ➢ Justice and Peace Commission ➢ Commission for Ecumenism & Interfaith Relationships ➢ Network of Pastoral Leaders in New Zealand ➢ Liturgy Commission • Groups are aware of their purpose, focus, issues, and the needs, goals, and objectives of the pastoral strategy/plan, and they operate effectively with appropriate support.
<p>Financial and Administration</p>	<ul style="list-style-type: none"> • Prepare and administer an annual budget, in consultation with the Chief Financial Officer and General Manager, for Pastoral Services Team • To monitor income and expenditure against approved budget • In consultation with the General Manager and Manager, Human Resources, obtain expenditure approvals for staff appointments • Ensure appropriate record keeping for the Team, either digitally or through file storage • Oversee the administration requirements of the departments are being met e.g. leave approvals, authorisation for time in lieu, performance reviews, training and staff inductions
<p>Reporting</p>	<ul style="list-style-type: none"> • Report regularly to the Bishop and General Manager on progress towards achievement of the components of the pastoral strategy/plan. • Council of Priests, Diocesan Administration, College of Consulters, and Diocesan Pastoral Council receive copies of report.

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 Bishop or GM, to accommodate the operational needs of the department.



Areas of Critical Success

The Head of Pastoral Services is responsible for ensuring the following outcomes:

Strategic Leadership & Alignment

- A comprehensive pastoral strategy/plan is developed in alignment with the Bishop's vision and implemented with his approval.
- A clear Diocesan pastoral vision is discerned, with needs identified and translated into strategic pastoral goals across all areas of the Pastoral Services Team.
- All departments understand their responsibilities and deliver services consistent with the Pastoral Plan and overall pastoral strategy.

Parish-Centred Service Delivery

- Pastoral Services consistently provides visible, high-impact, parish-centred support that strengthens pastoral effectiveness and responds to the evolving needs of parishes and clergy.
- Pastoral Services maintains a renewed, parish-facing focus that ensures parishes and communities feel connected and well-supported at the Diocesan level.
- Effective two-way communication is fostered between parishes/communities and the Diocese, ensuring they are informed and engaged.

Collaboration & Consultation

- Consultation with key groups—including the Council of Priests, Deaneries, and parish communities—is completed and informs strategic direction.
- The Pastoral Services Team works collaboratively to achieve the agreed priorities, goals, and objectives of the pastoral strategy.
- Positive, productive relationships are maintained with advisory groups, ensuring alignment with the purpose, focus, and goals of the pastoral strategy/plan.
- Advisory groups are effectively supported and functioning well.
- Strong collaborative relationships with ecumenical partners are developed and sustained.

Operational Leadership & Team Management

- Direct reports are effectively supported, developed, and managed.
- Staff remain engaged and view the Diocese as “a great place to work.”
- Administration and record-keeping requirements are consistently met.
- The Head of Pastoral Services provides regular reporting on progress toward the pastoral strategy's goals.
- Acts as a key point of contact for clergy and Diocesan agencies regarding pastoral ministries.

Financial & Resource Stewardship

- The annual budget is prepared, and expenditure is monitored against the approved budget.
- All staff expenditure—new and existing—is submitted with appropriate approvals.



Person Specification

Preferred

Education & Qualification

Tertiary qualification in Theology and/or equivalent experience.

Knowledge and Experience

Faith, Mission, and Church Commitment

- Extensive senior-level experience in Catholic faith formation, mission, and/or evangelisation, with the ability to communicate faith effectively within a contemporary cultural context.
- A deep and personally lived Catholic faith, evidenced by active participation in Church life and a lifestyle that aligns with the teachings and values of the Catholic Church.
- Strong understanding of Catholic theology, Church teachings, and the organisational structures of the Auckland Diocese, with a clear commitment to the mission and ministry of the Church.
- Sound knowledge of the pastoral realities of parishes and diverse faith communities, including their needs, challenges, and opportunities for renewal.

Leadership and Strategic Capability

- Proven ability to lead confidently and strategically in complex pastoral or ministry environments.
- Demonstrated experience in managing teams, including planning, goal setting, evaluation, and organisational development.
- Capacity to lead and support change initiatives, particularly in shaping the future direction and mission of the Pastoral Services Team in alignment with the Bishop's pastoral priorities.

Communication and Relationship Building

- Highly developed oral and written communication skills, with the ability to engage diverse audiences and articulate vision and mission clearly.
- Exceptional interpersonal skills and the ability to build strong relationships with clergy, parish leaders, diocesan staff, volunteers, and external partners.
- Strong presentation, facilitation, adult learning, and formation skills.

Professional and Technical Skills

- Experienced in designing and delivering faith formation, leadership development, or adult education programmes.
- Strong administrative, organisational, and problem-solving skills.
- High level of digital competency, including proficiency in Microsoft Office and other tools that support collaboration, communication, and pastoral effectiveness.



Skills

Intellectual Acuity

The ability to examine issues and ideas and to identify good and bad reasoning in a variety of fields with differing assumptions, contents and methods.

Emotional Intelligence

Establishing and sustaining trusting relationships by accurately perceiving and interpreting one's own emotions and others' emotions and behaviour in the context of the environment; demonstrating intelligent use of one's own emotions in managing one's own responses and reactions and working with others to be effective at work.

Navigating Complexity

Proactively and quickly making sense of complex issues; being agile, responding effectively to complex and ambiguous situations; communicating information in an easy to understand manner.

Leading Execution

Translating strategic goals and objectives into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic goals and objectives yield measurable and sustainable results.

Personal Impact and Communication Ability

Respect - mana, presenting with confidence and the ability to effectively relate to the range of key stakeholders. Expressing thoughts, feelings and ideas effectively in individual and group situations, presenting ideas effectively in writing, adjusting communication style to the characteristics and needs of the audience.

