



POSITION DESCRIPTION

Position Title	Administration Officer - Parish
Reports To:	Parish Priest
Reporting To This Position:	Nil
Classification:	Clerks Private-Sector Award
Approval Name:	Andrea Fogarty
Approval Position:	Chief Operating Officer
Date Approved	11 June 2025

1. CATHOLIC DIOCESE OF CAIRNS

The Roman Catholic Trust Corporation for the Diocese of Cairns ("RCTC") is incorporated pursuant to letters patent issued under the Religious, Educational and Charitable Institutions Act 1861. The RCTC's purpose is to carry out the mission and objects of the Catholic Diocese of Cairns ("Diocese").

Geographically, the Diocese serves Far North Queensland, extending from Cardwell to the Torres Strait, and west to the Northern Territory border. The Diocese has 23 parishes and is responsible for the provision of a range of regional services under the pastoral care and leadership of the Bishop of Cairns. Services provided by the Diocese include education, welfare, childcare, pastoral care, outreach and other central services. The Diocese also has other connections with various ministries and Catholic groups within the Diocese.

The Bishop has executive power over the Diocese which he exercises personally and through his delegates.

2. DIVISION

The RCTC Division of Diocesan Services includes the following departments:

Diocesan Services:

- Diocesan Finance - responsible for the day-to-day financial functions of departments and parishes, payroll processing and the Catholic Development Fund.
- Diocesan Project and Property Services - oversees Genazzano Conference Centre and Retreat and the development, maintenance, acquisition and alienation of all diocesan property assets.
- Chancery and Governance - responsible for diocesan archives, and management of Governance processes for the Diocese, including coordination of support and formation for the various boards and committees; the Marriage Tribunal, and overarching Diocesan Policies, Terms of Reference and Board Charters.
- Diocesan Outreach and Mission Services – provides and supports the delivery of pastoral care, clergy care services, State School Religious Instruction and Youth Ministry.
- Diocesan Employee Services – provision of Human Resource Management, Work Health and Safety services and operational policy and procedures to Diocesan Services and parishes.
- Diocesan ICT Services – responsible for supporting the provision of information, technology and communications support to Diocesan operations and Parishes.
- Diocesan Community Engagement - responsible for developing, coordinating and maintaining marketing, communication, fundraising projects and social media platforms.
- Diocesan Administration – responsible for day-to-day administration and running of the Bishop's House and co-ordination of Diocesan wide administrative functions.
- Safeguarding Coordinator – responsible for promoting safeguarding practices and standards.
- Cathedral Book and Gift shop - responsible for operating the store.

Parish:

- Clergy and employees of parishes including administration officers and support staff.

3. MAIN PURPOSE OF THIS ROLE

The position provides administrative/secretarial support and services, often of a confidential nature, to the parish community and the Parish Priest. This position will ensure the effective and timely delivery of parish services to a high standard, in keeping with the dignity and purpose of the faith community.

This service driven role requires excellence in communication and high-level interpersonal skills with passion and drive to maintain integrity and professionalism.

4. POSITION REQUIREMENTS

1. Relevant knowledge, skills and experience in office administration and customer service.
2. High-level communication and relationship building skills with an ability to engage with a diverse range of stakeholders.
3. Ability to work with the Microsoft operating system, database programs, email and web browsers.
4. Knowledge of Catholic faith practices, and beliefs, and commitment to the Principles of Catholic Social Teaching.
5. Ability to work autonomously and have well developed written communication, organisational and time management skills.
6. Capacity to understand and implement Duty of Care, Safeguarding principles and Work, Health and Safety requirements.
7. As a genuine occupational requirement, the position requires that the Employee's conduct and lifestyle align with principles of Catholic Social Teaching.
8. A valid Positive Notice Blue Card– No Card, No Start laws apply.
9. Suitable Nationally Coordinated Criminal History Check.
10. Current open unrestricted Driver's Licence and ability to drive.
11. May be required to work outside the normal span of hours on occasion.

5. CORE COMPETENCIES & INTERPERSONAL SKILLS

In addition to the mandatory requirements, this position will demonstrate the following competencies and capabilities in the course of the duties:

- An ability to communicate and engage effectively with a diverse range of stakeholders
- Excellent organisational skills with the ability to prioritise effectively to meet deadlines
- Attention to detail and commitment to accuracy
- High-level written and verbal communication skills
- A desire to participate in agreed training programs
- A commitment to the delivery of safeguarding principles
- A capacity and willingness to acquire new skills
- Friendly and flexible approach to team activities

6. ORGANISATIONAL DUTIES AND RESPONSIBILITIES

Safeguarding Standards

- The Diocese of Cairns has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires conducting working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0 - 18 years) and/or adults at risk. The organisation is fully committed to child safety and has a zero-tolerance to the abuse of children or adults at risk.
- Attend Safeguarding training as directed.

Workplace Health and Safety

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply, so far as you are reasonably able, with any reasonable instruction.
- Co-operate with any reasonable policy or procedure.

- Ensure timely and accurate reporting of all incidents and hazards.
- Attend WHS training as directed.

Public Relations

- Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.

7. PRIMARY DUTIES AND RESPONSIBILITIES OF THIS ROLE

In consultation with the line manager, the primary duties and responsibilities of the Administration Officer may include but are not limited to:

1. Parish Financials

- Reconcile the credit card purchases via Flexipurchase.
- Manage parish finances via the automated invoice approval system in Microsoft Teams.
- Ensure collections and banking is managed via procedure.
- Liaise with the Parish Finance Council and external vendors as needed.
- Prepare and distribute financial reports for the Parish Finance Council meetings.

2. Parish Information

- Maintain and update all official Parish Registers, Lists and Rosters.
- Enter and update parishioner information (census) accurately and in a timely manner (e.g. family database, baptism database etc.) using PADRE or alternative database system used by the Parish.
- Prepare new supply of Annual Planned Giving boxes and post out envelopes as required.
- Record Planned Giving receipts using PADRE or alternative database system used by the Parish.

3. Sacramental Program duties

- Work closely and provide support to the Program coordinator/s in assisting the timely delivery of program information and materials.

4. Safeguarding duties

- Ensure all volunteer Safeguarding paperwork is completed in a timely manner (including Blue Cards and Criminal History Checks) and information is recorded and updated as required.
- Liaise with parish Safeguarding Representative to ensure volunteer records are correct.
- Liaise with Professional Standards Safeguarding Coordinator on all safeguarding matters.
- Liaise with the Diocesan Volunteer Team regarding lodgement of the Volunteer Application forms and volunteer records.

5. General duties

- Open, record (where necessary) and distribute incoming mail.
- Answer phone calls/play back answering service and attend to callers as appropriate.
- Answer door enquiries and generally liaise with visitors, callers to the Parish Office (during office hours).
- Produce a weekly Parish Bulletin for distribution within the parish church and ensure the electronic copy is emailed to parishioners that have requested this format.
- Maintenance of parishioner's preferred communication records.
- Create or oversee the weekly PowerPoint for the Weekend Masses when required.
- Produce special event booklets as required (including for Easter and Christmas seasons).
- Book Baptisms, Weddings, Funerals – process all paperwork and make necessary arrangements (including preparation arrangements with relevant Parish Teams) as required.
- Maintain office supplies.
- Setting up for meetings, Funerals, Liturgies and Mass if required.
- Posting and collecting mail if needed.
- Maintain key/access register & issue keys as required.
- Arrange maintenance of office equipment.

- Type correspondence as required.
- Maintain an efficient and confidential electronic and hard copy filing system.
- Assist in maintaining storage of parish archives.
- Coordinate booking dates and other requirements for Church and Parish buildings and services.
- Ensure the Parish Office are securely locked and alarmed (if applicable) when leaving.
- Undertake other duties as directed by those authorised to give such direction, within the scope of expertise and training.

Evaluation and Continuous Improvement

- Identify and provide regular feedback to the line manager with regards to relevant issues, trends, and gaps.
- Participate and prepare for appraisal meetings.
- Participate in and contribute to meetings, training and planning activities, service evaluation and quality assurance activities.
- Undertake other duties as directed by those authorised to give such direction within the scope of expertise and training.

8. KEY RELATIONSHIPS

Including but not exclusive of:

External

Parishioners and Parish volunteers
Maintenance contractors and suppliers

Internal

Parish Priest
All internal operations including parishes, agencies and other local catholic activities

9. KEY PERFORMANCE INDICATORS

- Work plan objectives attached to the position are met.
- Positive feedback is received on the quality of your work.
- You have successfully responded to Parish requests relevant to the position in a compliant, professional and timely manner.
- You have effectively completed all administrative functions of the role in an accurate and timely manner.
- Adherence to Diocesan policies and procedures specific and relevant to the role.
- Compliance with Safeguarding principles and Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

10. DECISION MAKING / AUTHORITY LEVEL

Budget Accountability: \$Nil

This position also has:

- Access to sensitive personal and financial information as approved

11. ADDITIONAL REQUIREMENTS

- A commitment to the mission and objectives of the Catholic Diocese of Cairns.
- A Non-smoking Policy is effective in all Cairns Diocesan properties and motor vehicles.
- Physical requirements of the position:
 - Work generally performed in an office and church setting
 - Work is performed across Diocesan sites and facilities
 - Manoeuvring within an office setting
 - Frequent use of telecommunication and electronic equipment

12. EMPLOYEE ACCEPTANCE

Statements included in this description are intended to reflect, in general, the duties and responsibilities of this position and are not to be interpreted as all-inclusive. All employees are required to carry out all duties in accordance with the policies and procedures of the Catholic Diocese of Cairns and relevant agreements and to act at all times with integrity and professionalism.

I note that Position Descriptions are under periodic review and may be changed, after consultation, at any time. I have read this Position Description and agree to carry out the duties and responsibilities as outlined above.

::SIGNATURE::

::DATE::

Signature of ::FIRSTNAME:: ::LASTNAME::

Date Signed