



All One in **Christ Jesus**

Role Statement

Role Title	Events Support & Administrative Assistant
Reports To	Manager – Conventions & Admin
Direct Reports	None
Primary Objectives of the Role	<p>The role of the Events Support & Administrative Assistant is to ensure the smooth running of the KCC head office, provide event support for each convention and the events team, and ensure a high level of customer service to KCC delegates, volunteers and other parties.</p> <p>This role is based in KCC’s office in Burwood, NSW, with some work required at any of the events throughout the year in different locations.</p>
Job Context	<p>Katoomba Christian Convention (KCC) operates between 6-8 conventions throughout the year. The Events Support & Administrative Assistant provides general support to ensure the smooth running of the KCC head office, and events support for each convention. The role is responsible for ensuring a high level of customer service to KCC delegates and other parties.</p> <p>This will involve working closely with each of the Event Coordinators and other administrative staff, to support all facets of the conventions and registrations. During peak periods there will be competing demands for time from across the KCC team and externally (delegates, volunteers etc).</p> <p>A strong ability to prioritise, work efficiently and independently, as well as a high attention to detail, is critical in this role. A pro-active attitude that is willing to contribute to the needs of the team is essential. All these responsibilities will be performed while ensuring that KCC’s vision and objectives are being adhered to.</p>
Scope of Role	<p>Reception & General Office Administration</p> <ol style="list-style-type: none"> 1. Respond promptly and attentively to all face-to-face, phone and email communications as one of the first points of contact with KCC 2. Provide professional and welcoming customer service at reception



ABN 86 000 153 560

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	<ol style="list-style-type: none"> 3. Carry out general office duties, such as minute-taking, petty cash management, bank reconciliation, mail and banking tasks, reporting, archiving, office supply management, general office cleaning and hospitality 4. Provide administrative support for general marketing, fundraising or convention mailouts, initiatives and projects 5. Update and maintain database on a regular basis (Salesforce) 6. Manage and track donations, including reporting and communicating with donors 7. Organise and liaise with service providers and suppliers as necessary 8. All other office and administrative support tasks, as needed <p>Events Support</p> <ol style="list-style-type: none"> 1. Process registration and accommodation bookings, invoices, changes and cancellations 2. Work closely with the Event Coordinators to manage the registration and accommodation booking processes 3. Respond promptly and attentively to delegate, volunteer and other convention-related queries (phone and email) 4. Organise and manage event and marketing mailouts 5. Manage and process volunteer data, child protection checks and reference calls 6. Manage and assist with gathering marketing and required information from convention partners 7. Provide support for KCC Event Coordinators to ensure all arrangements are made in preparation for events, e.g. picking up and packing cash floats, printing, reporting, nametags and other resources required 8. Provide positive and attentive front-desk customer service to delegates, partners, volunteers and suppliers at events 9. Assist with event set up and pack down, and other logistics onsite at events 10. Process all post-convention forms and data 11. Provide relevant reports on registrations, accommodation bookings and donations as required 12. Contribute to improving systems and procedures for the operational aspects of events as required
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Executive Director • Event Director • Event Manager, Event Coordinators <p>External:</p> <ul style="list-style-type: none"> • KCC convention delegates



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	<ul style="list-style-type: none">• Volunteers• Suppliers and contractors
Key Result Areas	<ol style="list-style-type: none">1. Meeting all deadlines set by the Events team2. Meeting or exceeding goals for Burwood office efficiencies3. Contribution to operational performance of KCC as an organisation4. Professional working relationships with KCC Burwood and Katoomba staff5. Excellent efficiency in the general running of the office6. Excellent management of office expenditure7. Good external relationships with vendors and suppliers
Skills	<p>Essential:</p> <ul style="list-style-type: none">• Minimum 2-3 years in administrative or events support role• Strong computer skills, including the Microsoft Office suite• Strong customer focus, as well as an ability to manage sensitive conversations or complaints with tact and confidentiality• Ability to work well under high pressure situations and to prioritise multiple deadlines• Ability to work independently and as a collaborative team member• Ability to learn new software and systems quickly• Flexibility and creativity in solving problems• Exceptional organisational and time-management skills and attention to detail• Excellent communication and interpersonal skills• Ability to work well with a wide range of people <p>Highly Desirable:</p> <ul style="list-style-type: none">• Formal qualification in an Admin/Sales/Events oriented area• Understanding of the not-for-profit sector and Christian events• Proficient in the use of Salesforce and/or Xero
Personal Attributes	<p>Essential:</p> <ul style="list-style-type: none">• An evangelical Christian committed personally and professionally to the authority of the Bible as Scripture• Active contributing member of a Bible-based local church• Must agree with KCC Statement of Faith and Code of Conduct• The ability to relate to people across the Christian denominational spectrum• Committed to a high standard of Christian personal integrity in workplace relationships



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	<ul style="list-style-type: none">• Calm under pressure• Stamina• Self-motivated Highly Desirable: <ul style="list-style-type: none">• Attendance of KCC events and ability to testify to the benefits in your life
Hours of Duty	<ul style="list-style-type: none">• Regular hours of work will be between 9:00am to 5:30pm• Rostered attendance at events on weekends and after hours (and for setup at events) is required
Other Requirements	<ul style="list-style-type: none">• Child protection check will be undertaken by KCC• A personal character reference from a current or recent church minister will be required in addition to professional references• Own car for travel to events and work-related meetings

Employee Name:	
Employee Signature:	
Date:	

Manager Name:	
Manager Signature:	
Date:	

