



Position description

**Assistant Church Officer (ACO)**

<b>Reporting to:</b>	Office Manager
<b>Location:</b>	Toorak Uniting Church 603 Toorak Road, Toorak Attendance on-site is required
<b>Employment type:</b>	Part time, Ongoing
<b>Hours:</b>	Miscellaneous Award, and the jobs are generally allocated to weekends and/or after office hours. Therefore, you will be regularly paid at a rate between 1.25 and 2.5 times the regular hourly rate. At least 24 hours' notice is given most of the time, and often more than 1 weeks' notice is given for you to accept any job. This is a casual position with a 2-hour minimum call. Additionally, you may be asked to fill in for up to two weeks 8 – 4pm Monday to Friday to cover Annual Leave for the full time Church Officer.
<b>Date:</b>	March 2022

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Catriona DeVere**

\_\_\_\_\_  
Office Manager Supervisor

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Toorak Uniting Church

This inclusive church is built on the foundations of community, contemporary understandings of the Bible and a commitment to outreach and service. Two services are held weekly on Sundays, and the church is open daily for prayer and contemplation. The church supports a wide range of outreach activities, an established music program, and the Kinross Arts Centre.

Toorak Uniting Church is a welcoming community, interacting with all people irrespective of race, religion, political views, gender, marital status, sexual orientation, or age. The Church Officer at Toorak Uniting Church must be supportive of the general ethos and ethics of Toorak Uniting Church regardless of their personal beliefs.

## Role purpose

The Assistant Church Officer (ACO) supports the Office Staff in their role of liaising with various groups associated with the church, providing support for weddings and funerals, and coordinating facilities hire.

The ACO is primarily responsible for managing the smooth running of wedding and funeral ceremonies and for setting up/cleaning function rooms for hirers. In addition, you may occasionally be required to clean/maintain parts of the church buildings and gardens.

The ACO is often a point of contact for visitors to Toorak Uniting Church (TUC), so must represent the church in a positive, confident, and professional manner.

## Key selection criteria

### Qualifications and experience

This position requires the following knowledge and experience:

- Previous experience working autonomously
- Experience working with a focus on addressing the needs of others
- General handyman skills would be highly valued.

### Skills and abilities

The successful applicant will have the following skills and abilities:

- **Customer service:** ability to provide outstanding levels of service for users of the church facilities and congregation members, as well as necessary skills in maintenance, cleaning; accountable and responsive to service issues that arise; and to manage risks to service delivery.
- **Attention to detail:** observes fine details; identifies gaps in information; highlights practical considerations of plans and activities.
- **Teamwork:** ability to cooperate and work well with others in pursuit of team goals; to collaborate and share information; to show consideration, concern and respect for others' feelings and ideas; to accommodate and thrive in context of others' different working styles.
- **Problem solving:** seeks all relevant information for problem solving; probes for the facts; analyses issues from different perspectives; identifies and proposes workable solutions to problems.

## Personal competencies and qualities

The ACO needs also to have these personal competencies and qualities.

- **Initiative and accountability:** ability to be proactive; can seize opportunities and act on them; takes responsibility for own actions.
- **Communication skills:** excellent verbal communication skills; excellent interpersonal skills, and ability to effectively interact with a diverse range of individuals, groups and committees.
- **Spiritual awareness:** ability to demonstrate insight into the importance of faith; can interact comfortably with people of faith.

The Assistant Church Officer will be required to provide a police check; hold a current Working with Children Check; and be fully vaccinated against COVID-19.

## Key accountabilities and activities

Key accountabilities	Key activities
Assist at weddings and other events / functions	<p>Assist in practical aspects of weddings, including:</p> <ul style="list-style-type: none"> <li>• Work with the minister and organist/musicians for specific needs of the wedding party.</li> <li>• Operate the sound system.</li> <li>• Parking management for bridal party and guests.</li> <li>• Assist in the smooth running of the service.</li> </ul> <p>You must be well presented during weddings, blessings and funerals.</p> <p>Set up and pack down meeting areas for regular bookings, hire groups, or as advised by Office Managers.</p>
Maintain church facilities	<p>Clean and maintain the church and church hall complex, including:</p> <ul style="list-style-type: none"> <li>• Dust, wipe surfaces, sweep, mop, vacuum, and clean windows, as required.</li> <li>• Empty all waste bins.</li> <li>• Clean and maintain bathrooms and kitchens.</li> </ul> <p>Open and close the church for weddings, blessing ceremonies and funerals as required</p> <p>Check security on the property, at the end of your shift</p> <p>Report any maintenance issues.</p> <p>Other duties as requested from time to time.</p>

Support staff and church members	<p>Liaise with the Minister, Office Managers and program staff for instructions or church information, particularly regarding weekend functions and rubbish disposal.</p> <p>Other queries or contact from time to time.</p>
Communicate effectively	<p>Confidently convey ideas and information in a clear and professional way. Use feedback to refine communication and handle difficult and sensitive communications.</p> <p>Write and edit written communications to ensure they contain the information necessary to achieve their purpose.</p>
Demonstrate teamwork	<p>Openly share insights with others.</p> <p>Maintain effective and respectful relationships.</p> <p>Participate in meetings and conversations with peers in a way that encourages collaboration, connection, and lighter and simpler systems.</p> <p>Resolve any conflicts that may arise, through effective reconciliation methods.</p> <p>Participate in development activities and exercises to enhance own leadership and foster a culture of teamwork in the Church.</p>